Maximo Application Suite

IBM Product Update

July 2025

Please note

- The information mentioned regarding potential future products is not a commitment, promise, or legal obligation to deliver any material, code or functionality. Information about potential future products may not be incorporated into any contract.
- The development, release, and timing of any future features or functionality described for our products remains at our sole discretion.
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- Information regarding potential future products is intended to outline our general product direction and it should not be relied on in making a purchasing decision.

MAXIMO Application Suite

Plan

Understand asset replacement and refurbishment priorities based on historical insights, health scores and value based scenarios.

- Investment planning
- Total cost of maintenance
- Capital planning
- Project & portfolio management

Operate

Build out remediation plans and PM schedules including parts, services and resources needed to ensure uptime, meet regulatory requirements and extend asset life.

- Asset & work registry
- Asset inspections
- Field service management
- Supply chain & inventory optimization
- Health & safety

Optimize

Ensure ongoing improvement to ensure effective asset reliability strategies and enabling insights and automated recommendations to improve asset lifecycle.

- Reliability-centered maintenance
- Condition-based maintenance
- Predictive maintenance
- Asset performance intelligence
- Energy intelligence

Asset Class Solutions

- Real estate & facilities
- IT asset & service management
- Renewables
- Vegetation management

Introducing Maximo Application Suite 9.1

Generally Available June 24, 2025

Announcement

Extend the lifespan of assets.

Reduce maintenance and operations costs.

Manage risk associated with availability and sustainability.

Increase workforce productivity.

Empowering Users with AI

Maximo Assistant

Support for additional ALM processes

Maximo Asset Investment Planning

Adding Asset Class coverage

Maximo Real Estate and Facilities

MAXIMO EAM Customers can upgrade to 9.1 directly from 7.6.0.10 or 7.6.1.2 or 7.6.1.3

Maximo Application Suite - Catalog

Target: MAS v9.1 | Q2 2025

Note:
Catalog does not represent licensing

MAS Applications

- **Manage**
- **Real Estate & Facilities**
- **Monitor**
- **Health**
- **Predict**
- **Visual Inspections**

Industry Focus Solutions

- Manage **Transportation**
- Manage **Nuclear**
- Manage **Utilities**
- Manage **Oil & Gas**
- Manage **Aviation**
- Manage **Civil Infrastructure**

Add-on Solutions

- **Visual Inspection Edge**
- **Collaborate**
- Manage **Asset Configuration Manager**
- Manage **Spatial**
- Manage **SAP / Oracle Connector**
- Manage **IT**
- Manage **Optimizer**
- Manage **Health, Safety & Environment**
- Manage **Service Provider**
- Manage **Location Services Esri**
- Manage **WorkDay Connector**
- Manage **Asset Investment Planning**
- RE&F **Space Management / Reserve**
- RE&F **Service Management & Maintenance**
- RE&F **Lease Accounting**
- RE&F **Capital Planning / FCA**

Add-on Solutions with SaaS Requirement

- **MRO IO**
- **Renewables**
- Manage **Reliability Strategies**
- Manage **Maintenance Cost Insights**
- Manage **AI Services**

9.1 MAS AppPoint License Model

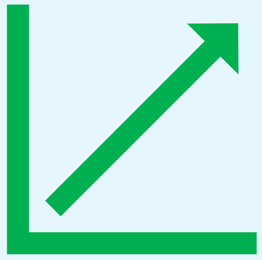
USER TYPES	Self Service	Limited	Base	Premium
Administration Users (*Authorized CM*)	N/A	N/A	10 AppPoints	*15 AppPoints
Application Users (*Concurrent*)	0 AppPoints	5 AppPoints	10 AppPoints	15 AppPoints
Application Users (*Authorized*)	0 AppPoints	2 AppPoints	3 AppPoints	5 AppPoints
Applications	**Self Service Applications** • Service Requests • Create RE / Project / Move/ Product Requests (REF) • Desktop Requisitions • Requests (Oil & Gas) • Create/Review Incidents (HSE) • Vehicle Requests (Transportation) • Graphical Appt Book (Scheduler) • Bill review (Service Provider)	**Manage 3-Modules:** • Manage • Manage Industry Solutions • Manage Add-ons • IT • Maximo Mobile • 3rd Party Mobile **Monitor** **Collaborate** **Real Estate & Facilities**	**Manage** Includes: • Scheduler • IT **Health** **Real Estate & Facilities**	**Manage** Industry Solutions • Oil & Gas, Aviation, Transportation, Utilities, Nuclear, Civil Infrastructure Add-ons • Asset Configuration Manager, Service Provider, Health Safety & Environment Manager **Predict** **Visual Inspection** (requires install) **Real Estate & Facilities**
Install AppPoints *(CM Production Only)*	SAP/Oracle/ Workday Connectors (80) Civil Infrastructure (50)	Visual Inspection (45) Edge (1) Spatial (20)	Optimizer (60) / (220) AIP (200) **coming soon in 2026*	RE&F Reserve (20/120/200) AI Service (10) (1 billion tokens per month)

*Note: for Customer-Managed (CM) each instance of MAS must have at least one MAS Suite Administrator – 15 reserved AppPoints

IBM software is better when we hear from our users

Users submit, review and vote on ideas

http://ideas.ibm.com



Growth compared to MAS v9.0

For MAS 9.1

173

Ideas delivered in MAS 9.1

- 39 Platform
- 28 Manage
- 79 Mobile
- 19 Spatial
- 08 Other

193%

1,142

Votes cast by users across ideas

Top Ideas:

MAS Platform - Disable “Welcome” Emails in MAS

Manage - [Inventory Counting] Display additional data to help the Storeroom Clerk identify Items

Manage - Guest Accounts Provisioning in MAS - For external "users" Service Request Creation

Maximo Mobile - Technician (RBA) - Enter Premium Pay Hours on Labor transactions

187%

63

Highest upvote count for a single idea

"Log out" user option for MAS system administrators

40%

Maximo Application Suite 9.1
GA Targeted Q2 2025

Unify MAS for ALM

- Cross-Suite Administration
- Cross-Suite Dashboards
- Mobile
- Spatial Mapping
- Field Service Management
- IT
- APM

Enhanced processes with embedded AI

- Similarity tracking for Work Orders
- Conversational UX
- Reliability Strategies

Extending MAS for ALM

- Real Estate and Facilities (TRIRIGA)
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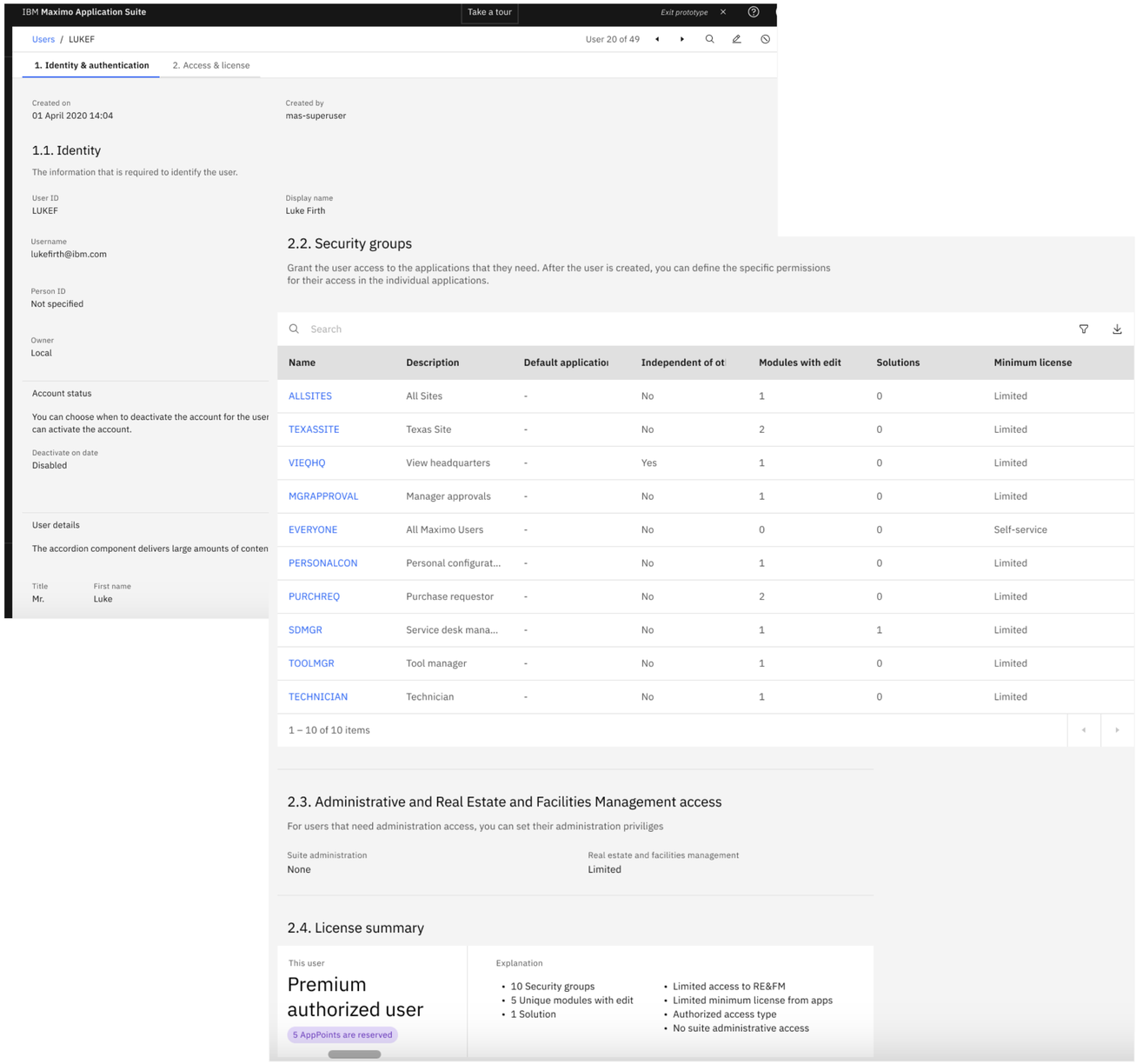
MAS 9.1 with Manage

MAS

- New MAS Unified Nav bar
- New MAS User Profile
- New MAS User Application
- New MAS Security Group Application
- Application Configuration at MAS level

Technical

- Java 17 Update
- BIRT 4.16 support
- Python 2.73 support
- Guest User support
- IBM LinuxOne/Z support (Done) and Linux Power
- V9.1.x patch
  - Oracle 23ai support
  - MAS support for IBM unsupported languages



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New User Application

New User Application

– MAS user app and Manage user apps are now merged into one

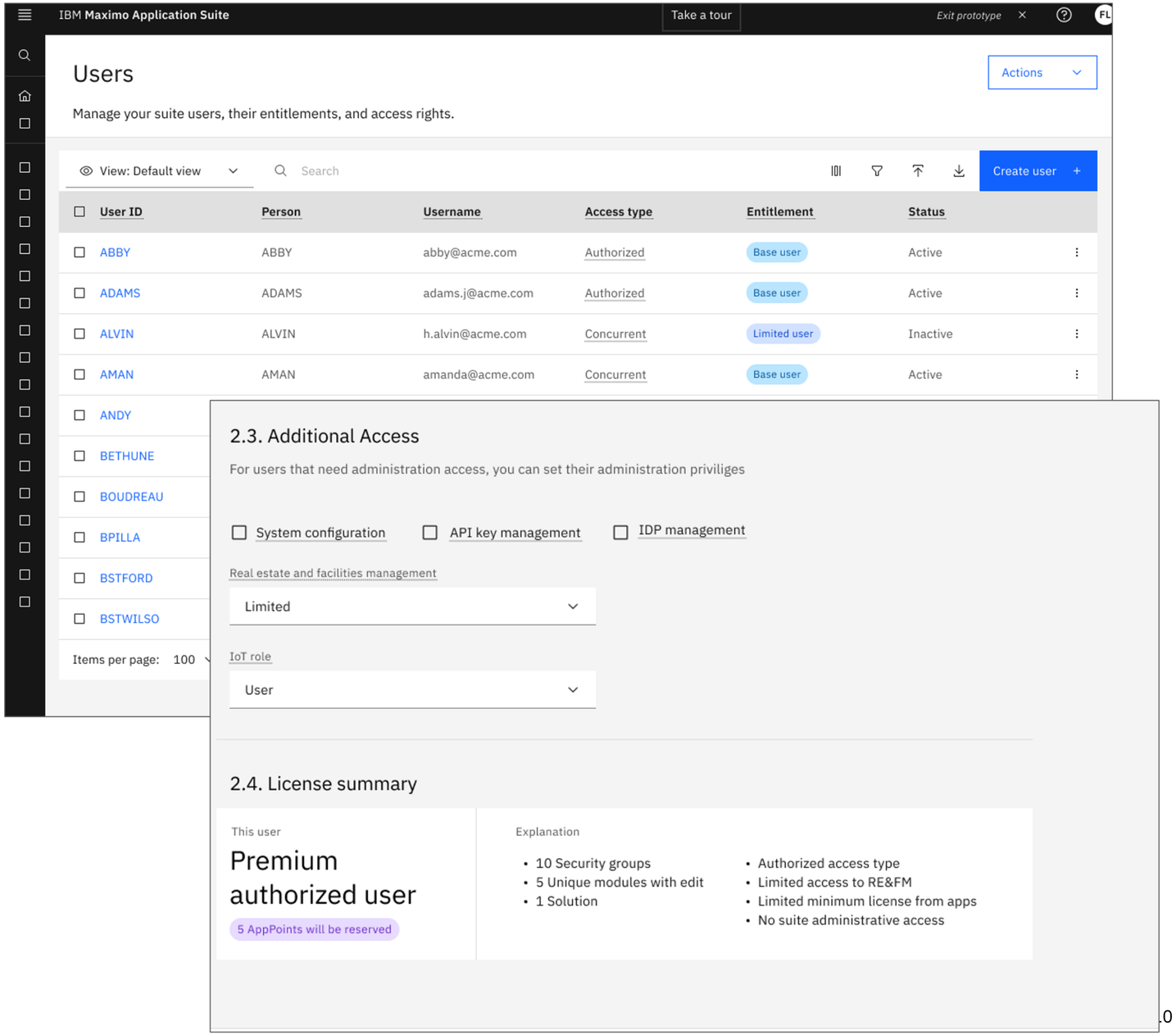
Security Groups added at User level

– Select roles for MAS Suite Admin or SaaS API Key/IDP Management access

Add a Security Group to a User

– Auto-summarize license entitlements based on group access.

– Preview and refresh to see impact before saving



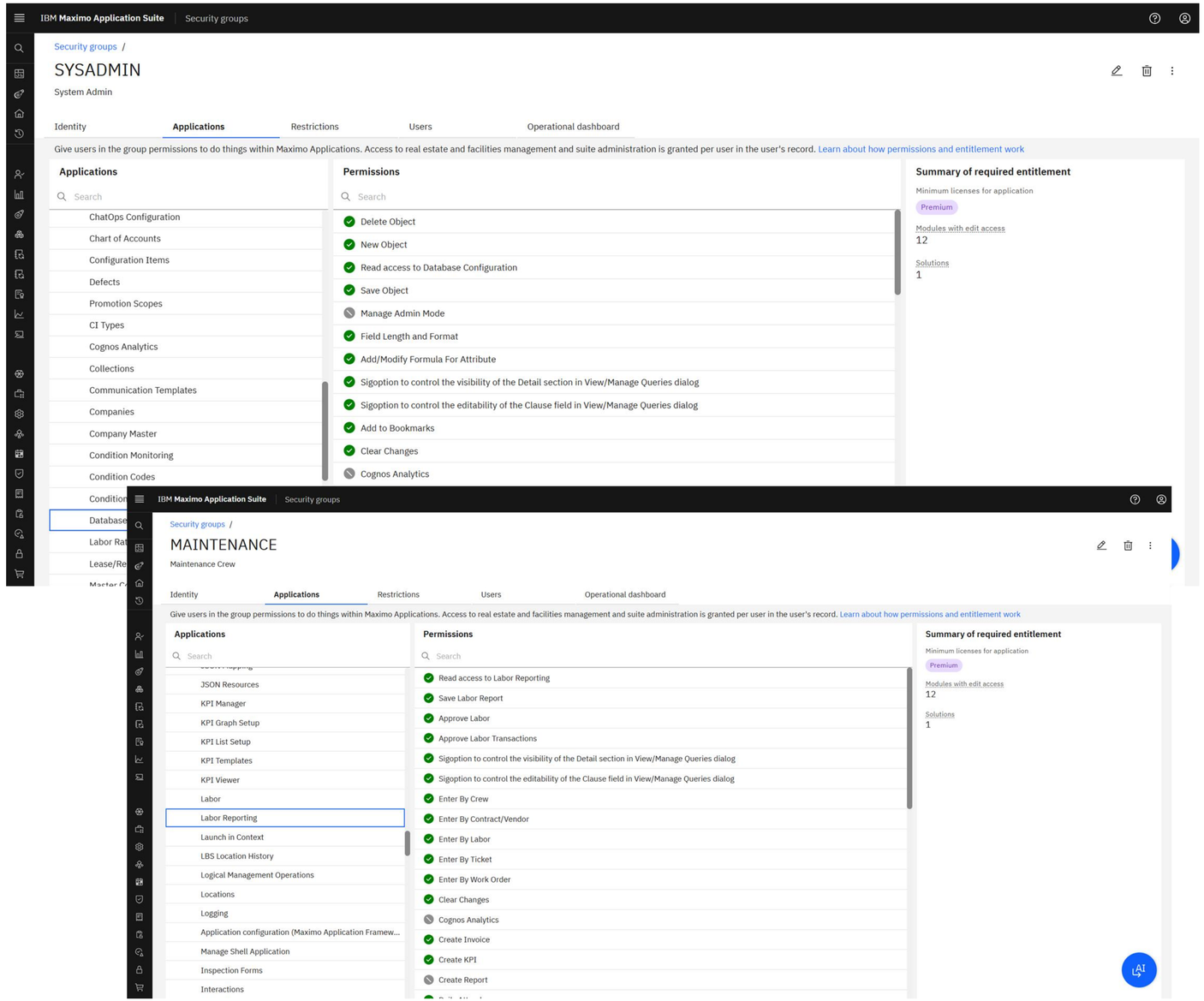
New Security Group Application

Create/Update Security Groups

- Manage access to suite applications and capabilities (includes Monitor, MVI)
- Set permissions for read, save, create, and delete actions

Summary Card

- View summary of granted permissions and applications.
- See impact on entitlement and user count.
- Changes take effect upon saving.



Unified navigation

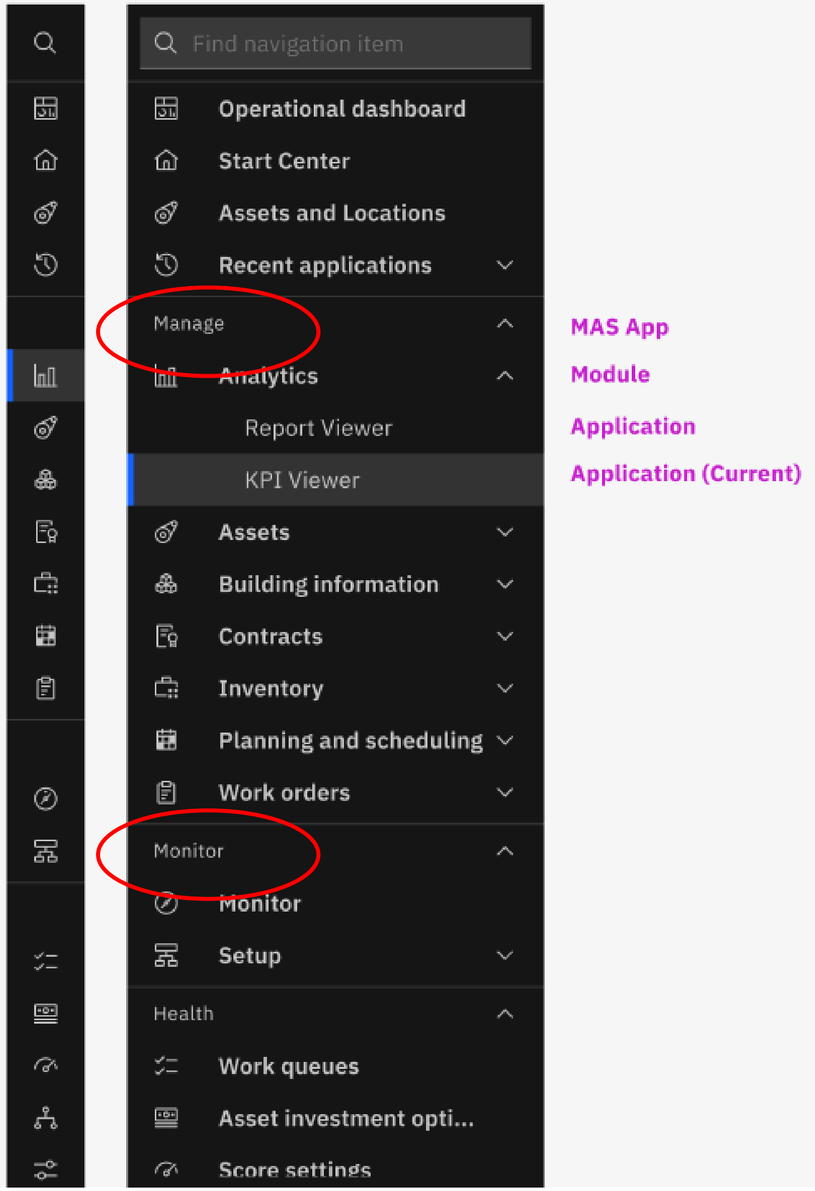
Current MAS v9.0

- 2 Navigation menus - Left and Right
- Left is how you move around a MAS app (Manage, Health, etc.)
- Right “9-dot” is how you switch to other MAS apps
- Must navigate to default page for that MAS app (ex.Manage Start center)

MAS v9.1

- Consolidated to a single Left Nav Bar
- Access granted to all MAS applications through new Security Group App.
- Left nav is identical across MAS
- Navigate directly to any sub-page in the suite

Full Suite



MAS App

Module

Application

Application (Current)

Manage only, 2 modules

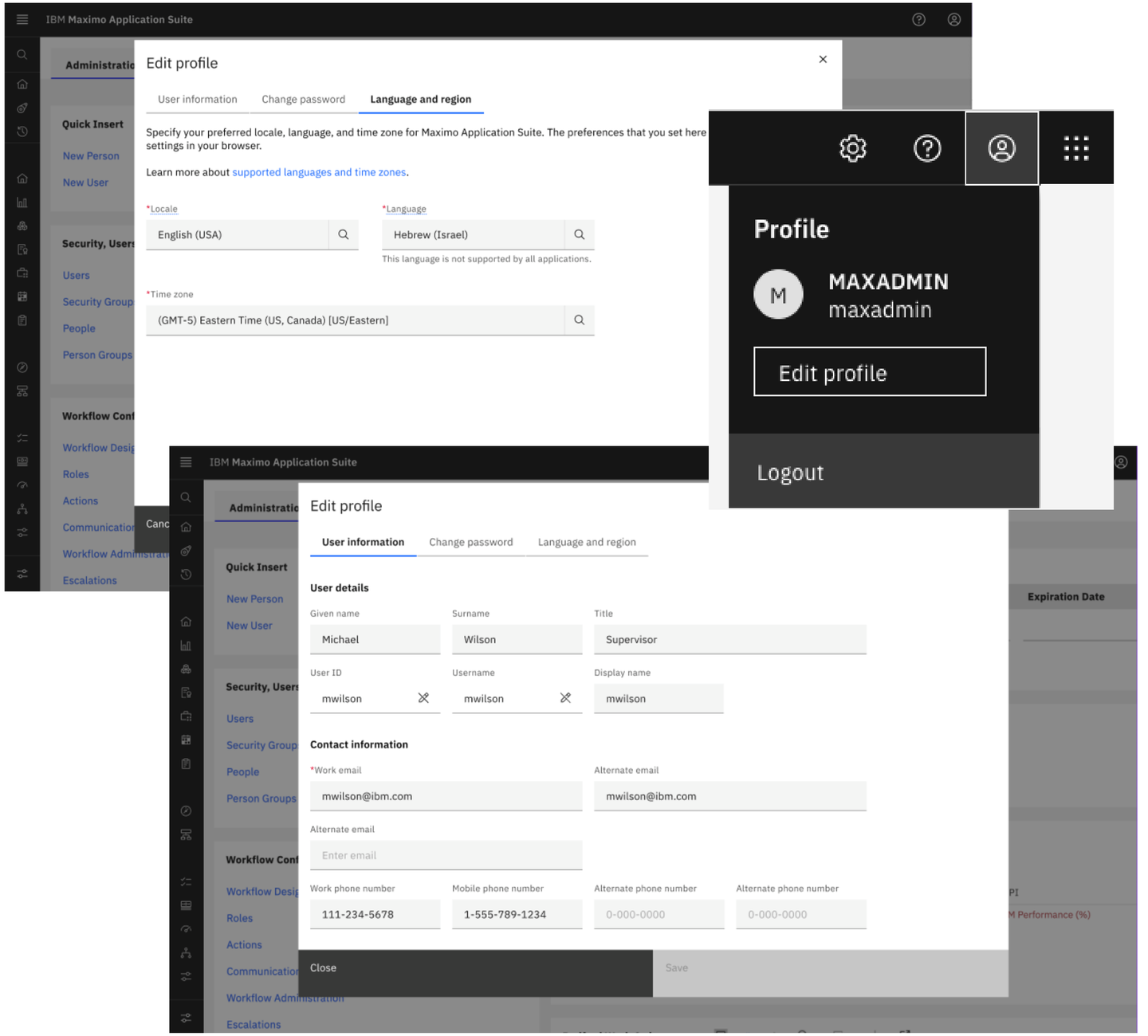
User profile

Current MAS v9.0

- Profile page in MAS “Core”
- Navigates away from your current app, no breadcrumb back
- Minimal editability
- Conflicts with Manage “Default information” dialog

MAS v9.1

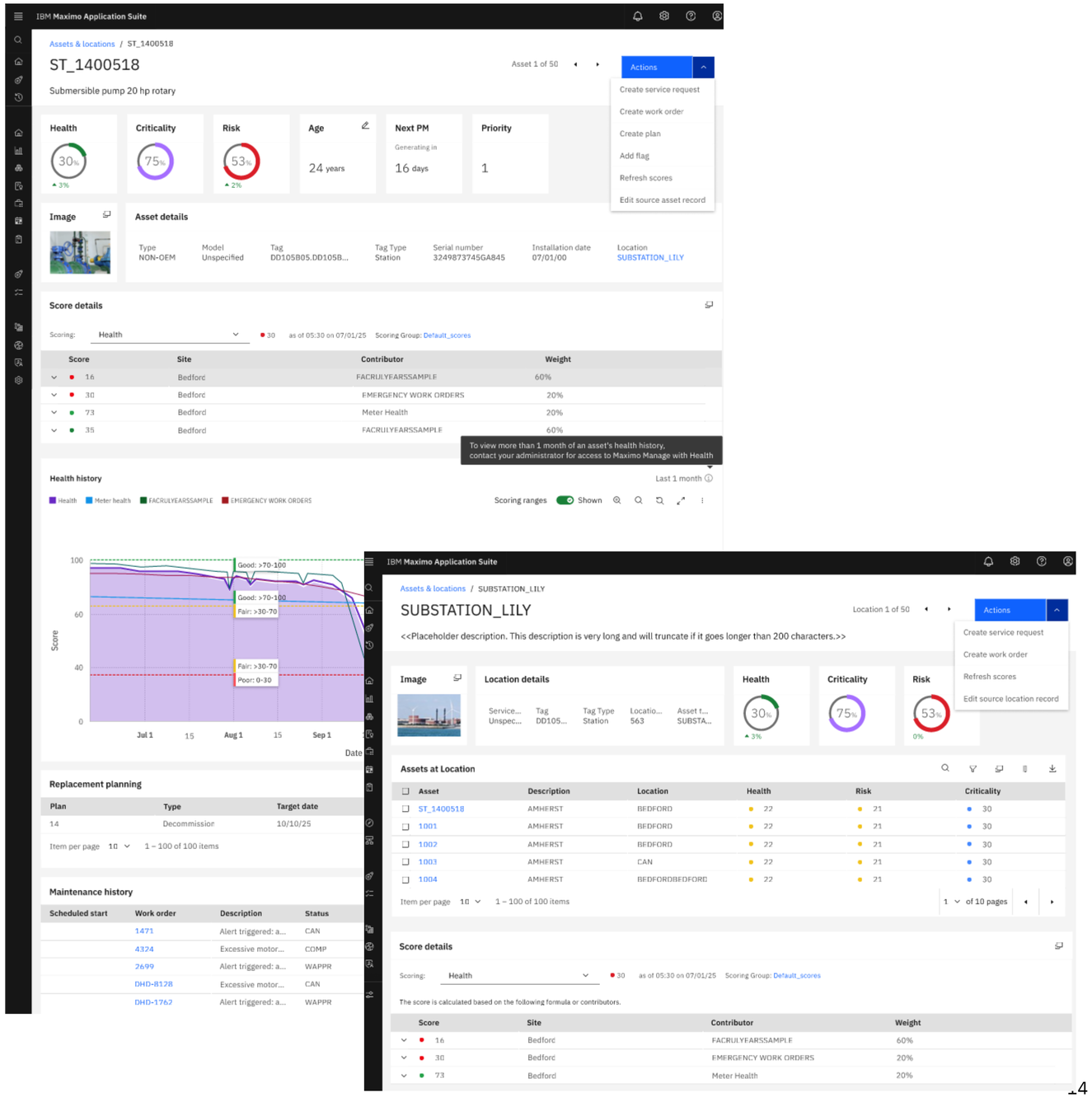
- Global profile dialog
- Opens over your current app
- Separate selectors for language and locale
- Syncs with Manage default info dialog (does not replace)
- BiDi (Hebrew & Arabic) and Accessibility compliant



MAS dashboard updates

Unified MAS Dashboards

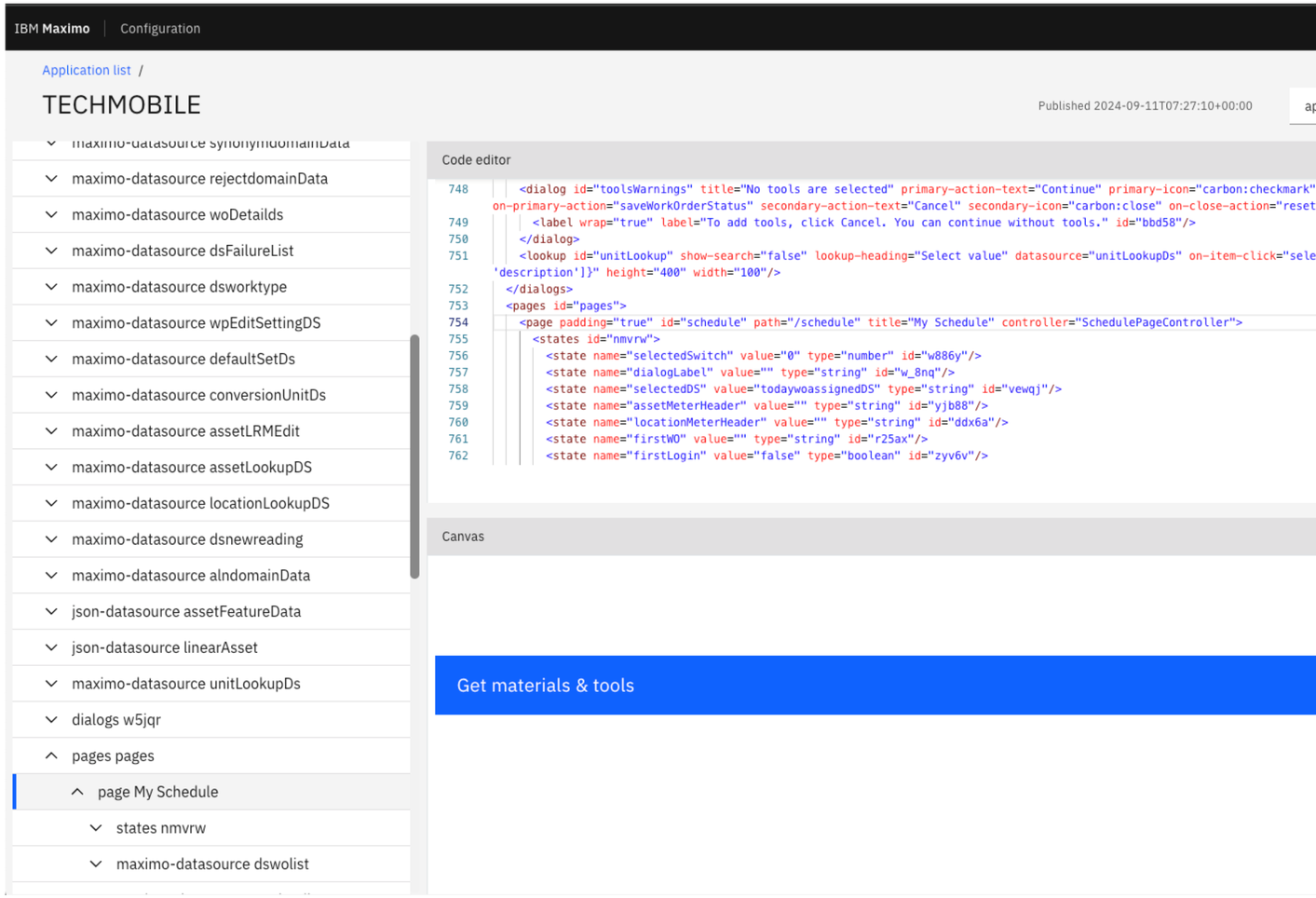
- Consolidate data from Monitor, Health, and Manage.
- Display asset, operational, maintenance, and supply chain data.
- Streamline access with consistent hierarchies and authentication.
- Integrate with AI Assistants and watsonX.
- Enhanced configuration and builder capabilities.



MAF application configuration

Configuration Tool Migration

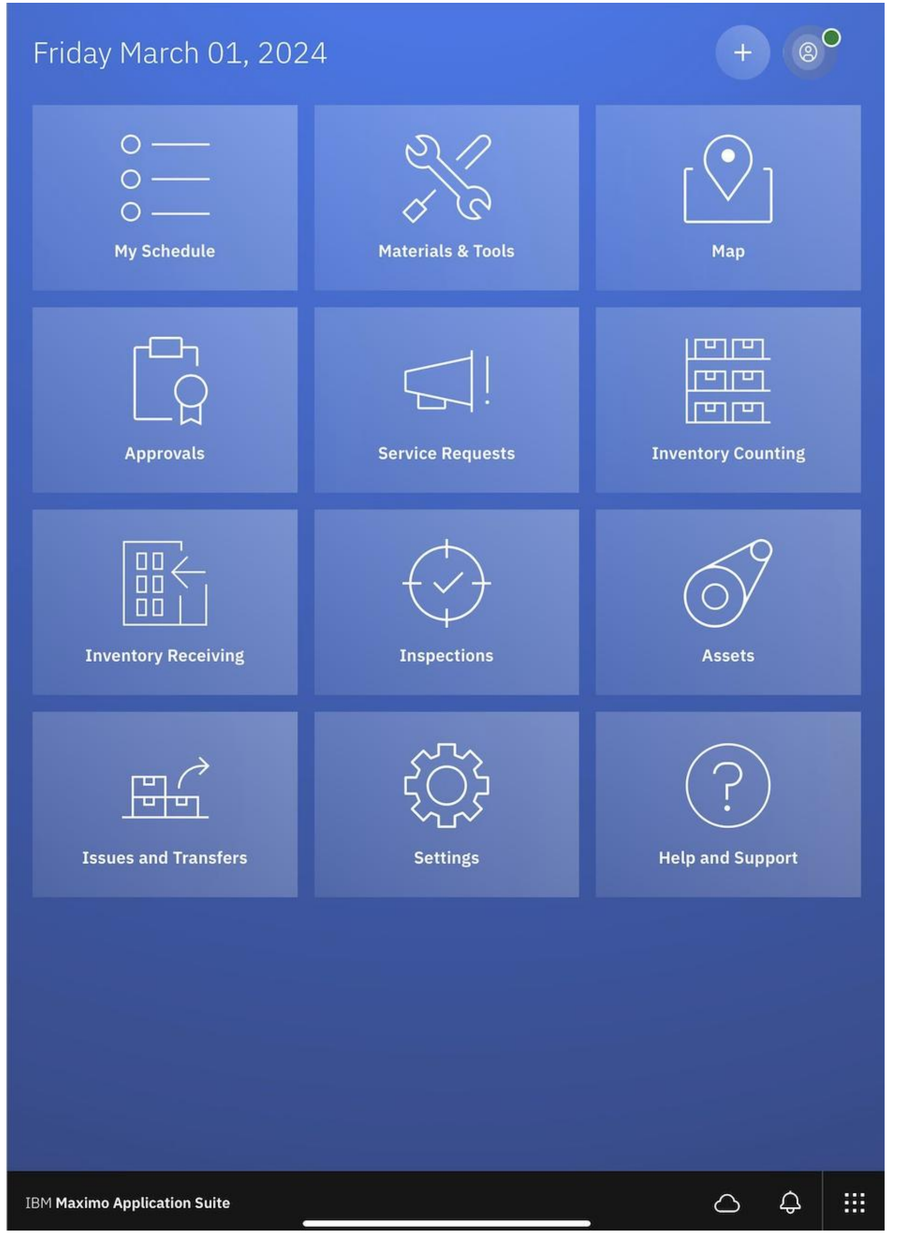
- Currently configuration tool is desktop only
- Configuration tool to be moved to MAS level
  - Simplified access to configuration tools (no local Docker required).
  - Reduced support complexity (no need for Mac/Windows expertise).
  - Improved customer experience
- This will lead to architectural improvements
  - Moving to maximoappsuite repo for better pipeline tool utilization.
  - Ending support for desktop deployments.
  - Bundled with MAS core image, but not auto-installed.
  - Requires persistent storage.



Maximo Mobile Highlights for v9.1

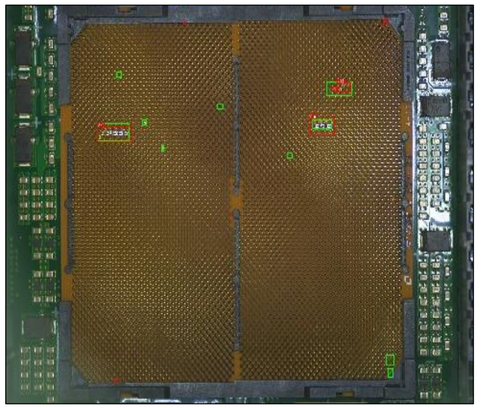
Mobile Enhancements

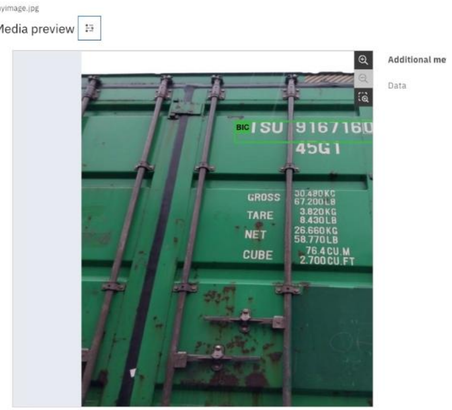
- Assign work orders and inspections.
- Support for rotating assets and auditing.
- Enhanced search and execution of work orders, including online search.
- Streamlined asset and location search.
- Centralized mobile administration
  - Administer settings and queries
- Extended push notification support with background data sync
- NEW Incident Reporter application



MAS – Visual Inspection 9.1

- Visual Prompting (Labeling Assistance & Finetuning)
  - Overcome customers cold-start problem by enabling them to build computer vision models from as little as a single image and cut out lengthy labelling tasks and training hours (> 10x faster model readiness)
- Foundation Models
  - Allows a pre-trained base model and adjusting it to customer specific needs, increasing efficiency and reducing development time and costs
- Fine-tuning for Foundation Models
  - Enable customers to build domain specific foundation modesl (e.g., Concrete, Rail, GeoFM) with reduced amount of annotations
- OCR (for Edge)
  - MVI Edge will soon incorporate OCR (Optical Character Recognition) functionality, designed to identify and extract text directly from images captured during visual inspections. This tool will automate registration and analysis tasks.
- Edge Improvements
  - SSO (Single sign-on), aligned with MVI and MAS.
  - A cleaner interface: fewer steps to perform the same actions.
  - Synchronization of templates across a network of Edge devices.
  - Running models in CPU mode.





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MAS – Spatial 9.1 improvements

- Breadcrumbs - Breadcrumbs allow administrators and supervisors to track technicians' whereabouts when they are out on a job, provide quicker response times to requests, increase safety precautions, reduce liability, boost day-to-day efficiency, and plan for future work.

- Geofencing - The geofencing and real-time tracking tools will provide critical geographic awareness, trigger necessary events, and deliver timely notifications to ensure smooth and efficient field operations.

- Search Tool - This means that you can easily search for Maximo objects, such as work orders or assets, based on their attributes. Selecting a search item will be highlighted and centered on the map for quick reference. This enhancement makes searching and visualizing data much more convenient for users across all applications.

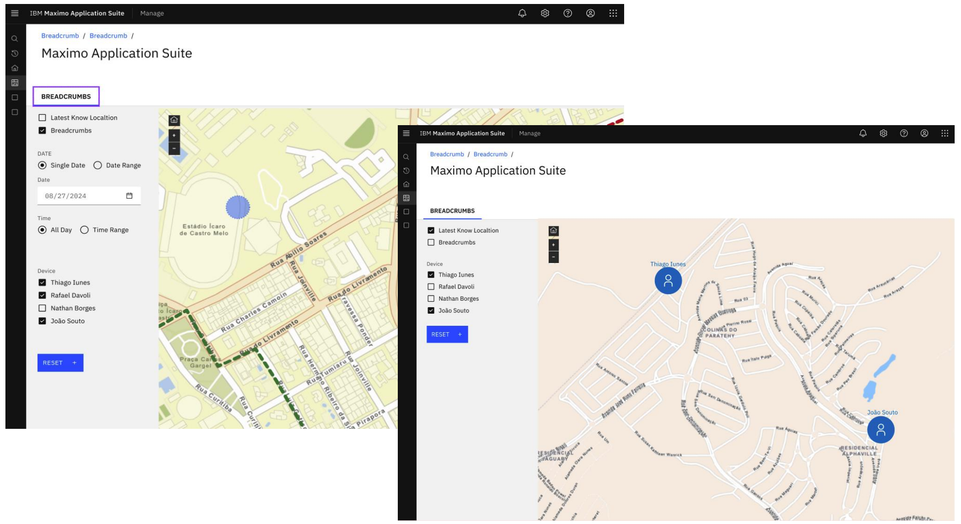
- Dynamic Map Layer Update Tool - helps customers access real-time data easily and improves using the application interaction.

- Point and Line Symbology Editor - A visual tool for creating and editing representations (pins, etc) Empowers users to customize and enhance the symbology of objects, elevating the visual experience and efficiency in data representation.

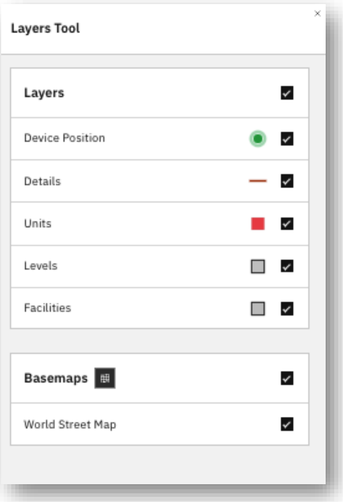
- Integration Configuration Wizard – simplify the setup process for synchronizing data between Maximo and ArcGIS. The tool will guide administrators through the necessary steps, streamlining the configuration process and ensuring all required information is provided efficiently.

- Synch Report – empowering users with enhanced monitoring, analysis, and reporting capabilities, facilitating deeper insights into synchronization processes and efficient issue identification.

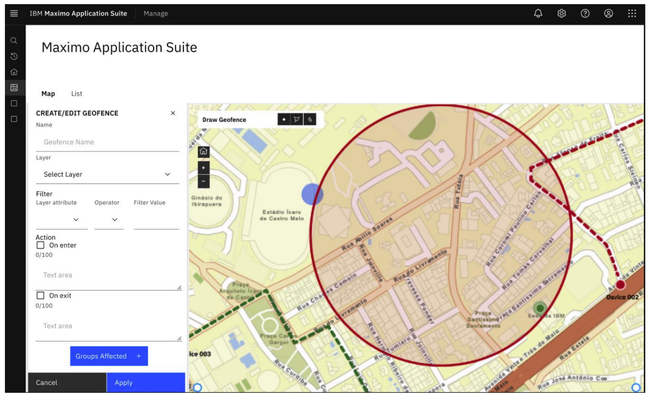
Breadcrumbs



Refresh Map Layer



Geofencing



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Field Service Management & Capacity Planning

Continue to improve efficiency and effectiveness of critical resource utilization

Dispatching

- Assignment – Full Lifecycle
- Gantt View Improvements
- Additional Map Support
    - Routes
    - Destination Travel Matrix
    - Assignments
- Emergency Workflow (Crew)
- Qualifications (Crew)

Scheduling

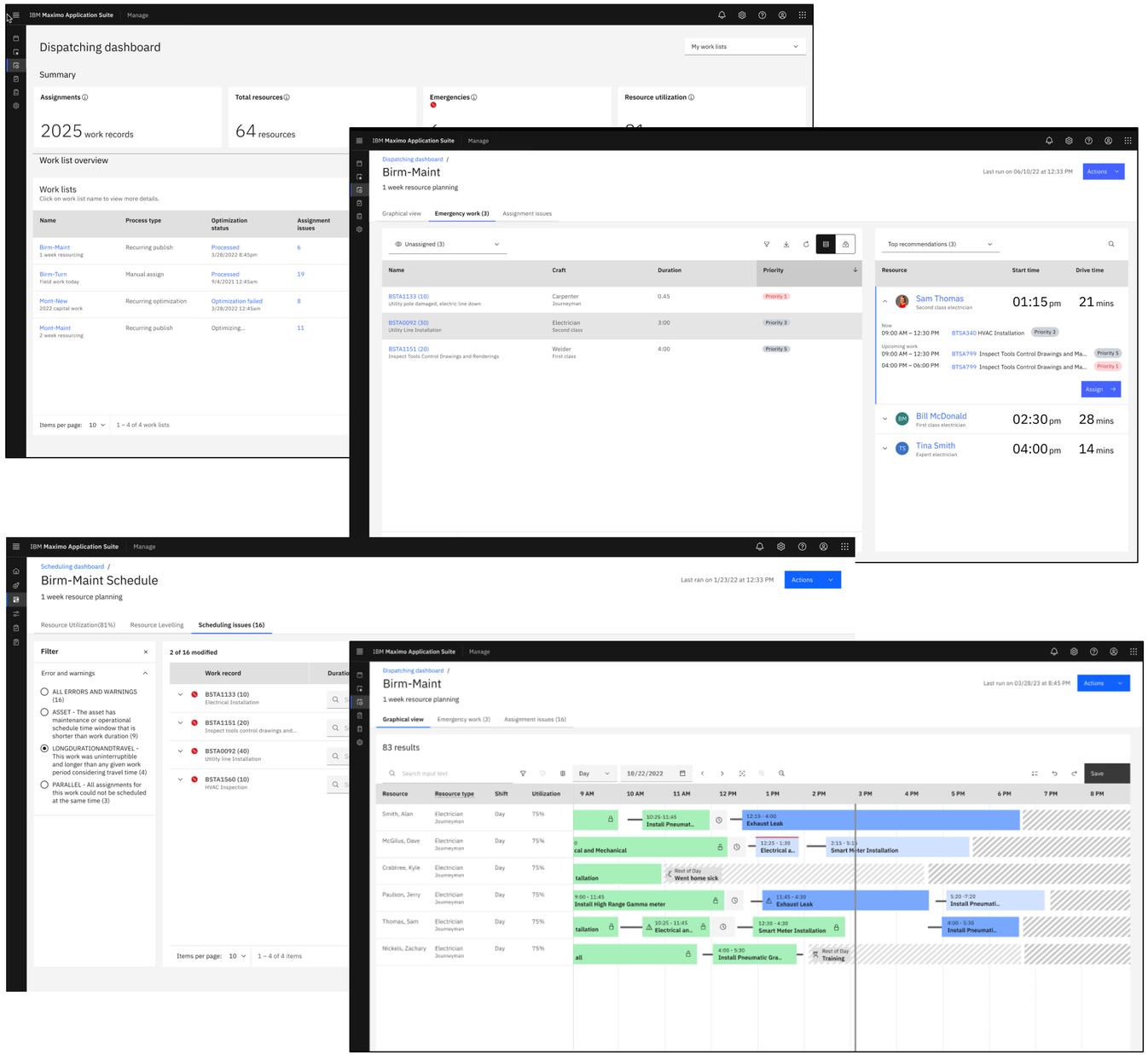
- Drag/Drop Resource Levelling

Planning

- Dashboard – Compliance KPIs, Forecast Costs

Optimizer

- Optional Overtime
- New Large Scheduling Algorithm



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IBM Maximo Inventory Optimization

IBM Software as a Service (SaaS)

- Continuously optimizes MRO spare parts inventory
- Recommendations based on prescriptive analytics and optimization algorithms
- Rule-based criticality
- Consolidated data visibility enables new insights and actions
- Equipment visibility
- Process and workflow automation
- Highly configurable

Customer Data

- Integrates with ERP/EAM
- Certified connectors

Available as multitenant SaaS solution on IBM cloud

Benefits

– Inventory Cost	- Up to 40%-time reduction
– Inventory Analysis	- Up to 40%-time reduction
– Asset Downtime (unplanned)	- Up to 50% reduction
– Service Level	- Up to 25% improvement
– Maintenance Budget	- Up to 35% savings
– Implementation (typical)	- 3 to 6 months

ROI less than 12 months

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What Maximo IT is delivering in 9.1

Customer enhancements, Sales demand, Market driven Features

User Capabilities Modernized

- Enhanced Self Serve
  - View assets assigned to me, raise tickets faster and know when asset is up for refresh, without asking
  - Quick Approvals for Managers or any role, improve efficiency of process and user satisfaction

- Service Delivery
  - Deliver intelligent, activities-based workspace for SRE (site reliability engineer) & Agents, driving faster ticket resolution and data driven actions

- Incident improve speed of resolution – AI enabled
  - Recommend ownership for similar incidents
  - Show and recommend possible solutions and similar incidents –faster work output (reduced ticket churn)

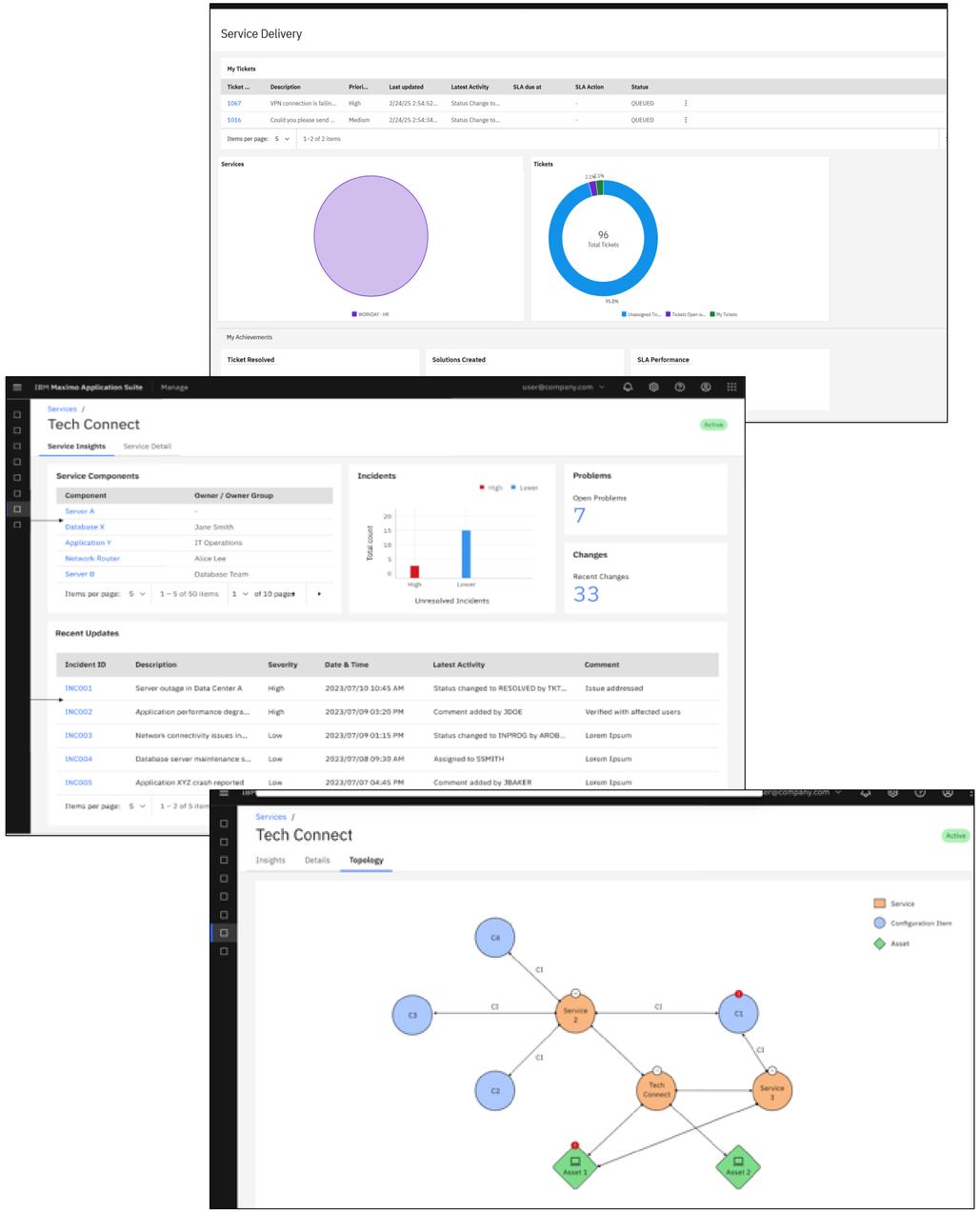
- Service Topology
  - Visually show what a service is comprised of-aiding in quicker root cause analysis
  - Effectively displays service availability and value
  - Data driven decisions
  - Extends Service View and Insights, improved user experience

- Extend Chat Ops, Swarm functions with incidents, through integrations of Teams and Slack

Integrations and collaboration

- Asset discovery for OT, IT and IOT leveraging security alert software – delivers on IT/OT convergence

- Enhanced Topology shows service stability and reliability through visualization, of alerts, security vulnerabilities
  Actionable data, reduces silos, enhances collaboration



Asset Strategies

MAS Reliability Strategy Library (RSL) is a comprehensive reliability knowledge base built by domain and industry experts.

- Based on RCM principles
- Derived from large-scale studies involving multiple corporations and SME’s over decades
- Rapidly reduce time and effort to implement RCM processes complete with FMEAs, mitigations, and optimized maintenance practices.

Customize strategies that best align with your business objectives

- FMEA Builder
- Composable and reusable FMEAs can be applied across multiple operating contexts and criticality.

25
years of data collection

32,000+
years of professional industry experience

58,000+
failure mechanisms spanning all known operating contexts

5,000+
preventive maintenance tasks and intervals organized by operating context

800+
critical equipment types covered

UP TO
20%
reduction in maintenance costs
Compared to traditional PM

UP TO
75%
Faster than traditional RCM

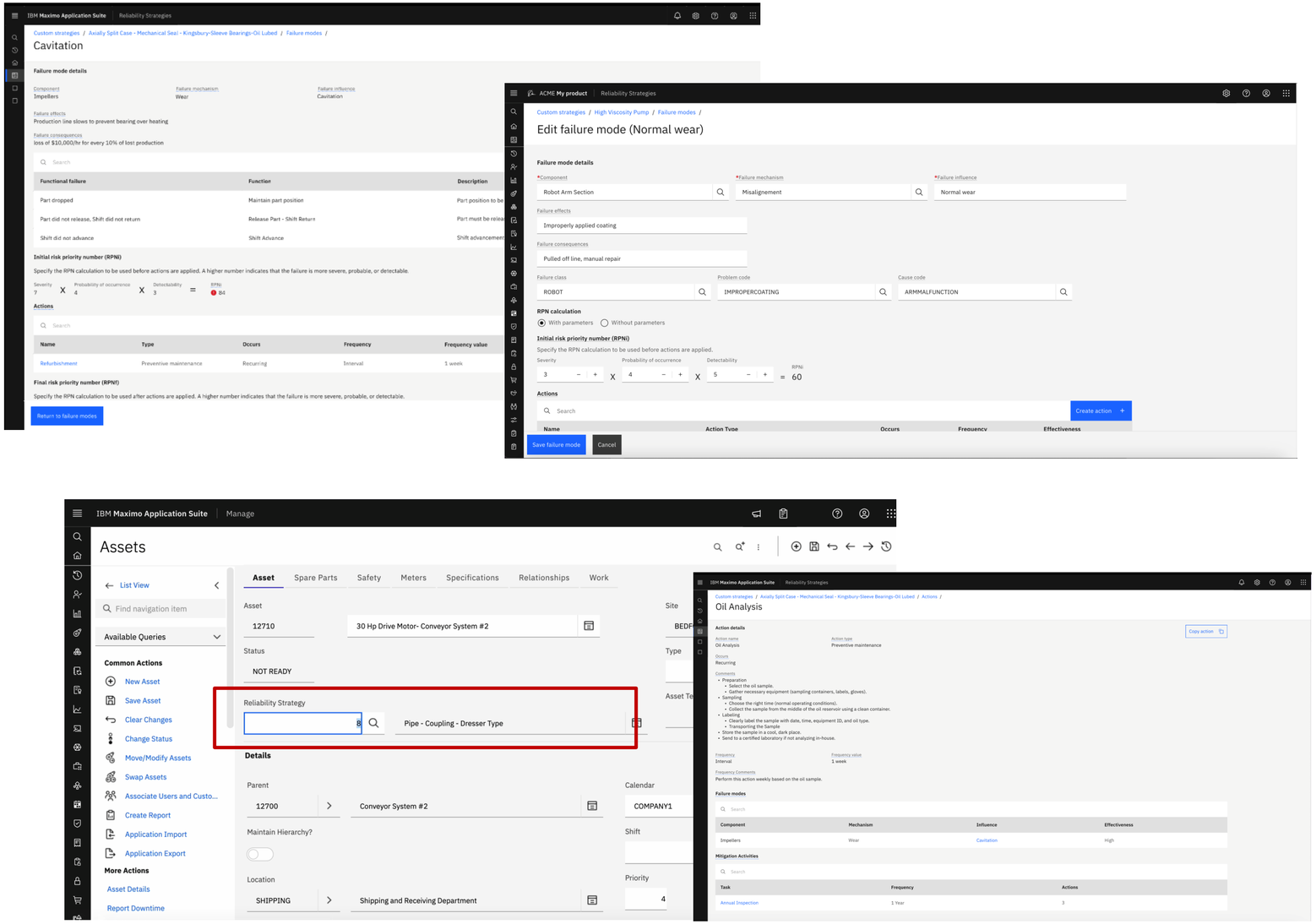
Reliability Strategies

Improved Linkage to Manage

- Identification of Functions and Functional Failures and Linkage to Failure Modes
- Integration with Asset Type and Classifications
- Integration with Failure Classification (Problem and Cause)
- Integration between Asset and assigned Reliability Strategy

Create Mitigating Activities

- Develop Job Plan content from within Reliability Strategies
- Recommend PM Intervals
- Linked back to failure modes that the Job Plan addresses



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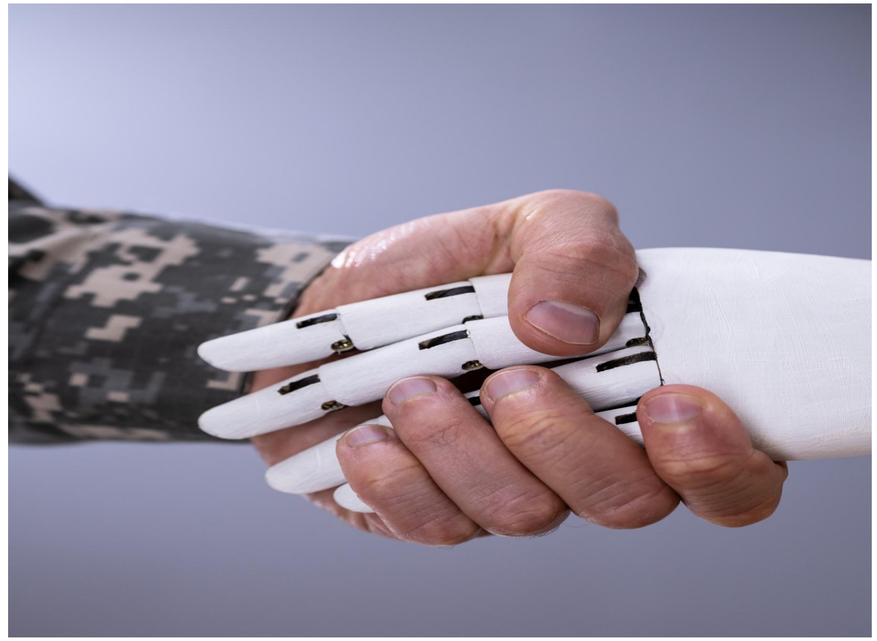
FMEA Builder using the MAS AI Service

Think of the FMEA Builder as a highly trained personal assistant, like one hundred 30-year veterans, to help you develop failure modes.

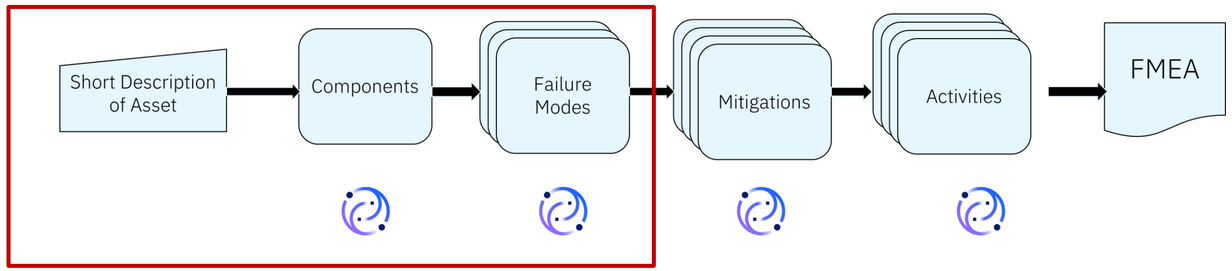


MAS SaaS and on-prem versions will include the MAS AI Service

- Required to use any GenAI capabilities in MAS
- Does not require a separate watsonX subscription
- Covered under the single pool of AppPoints

User-guided creation of FMEAs, step by step with generative AI.

9.1



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What’s new in Health and Monitor - APM 9.1

Unified Asset & Location Dashboard with Scalable Intelligence:

A 360° view of asset and location performance—featuring hierarchy navigation, condition scoring, meters, and history—integrated with analytics, intelligent work queues, and responsive design to support advanced health insights and predictive maintenance.

Condition Based Maintenance (CBM) with out-of-the-box integration with MAS Manage and Health

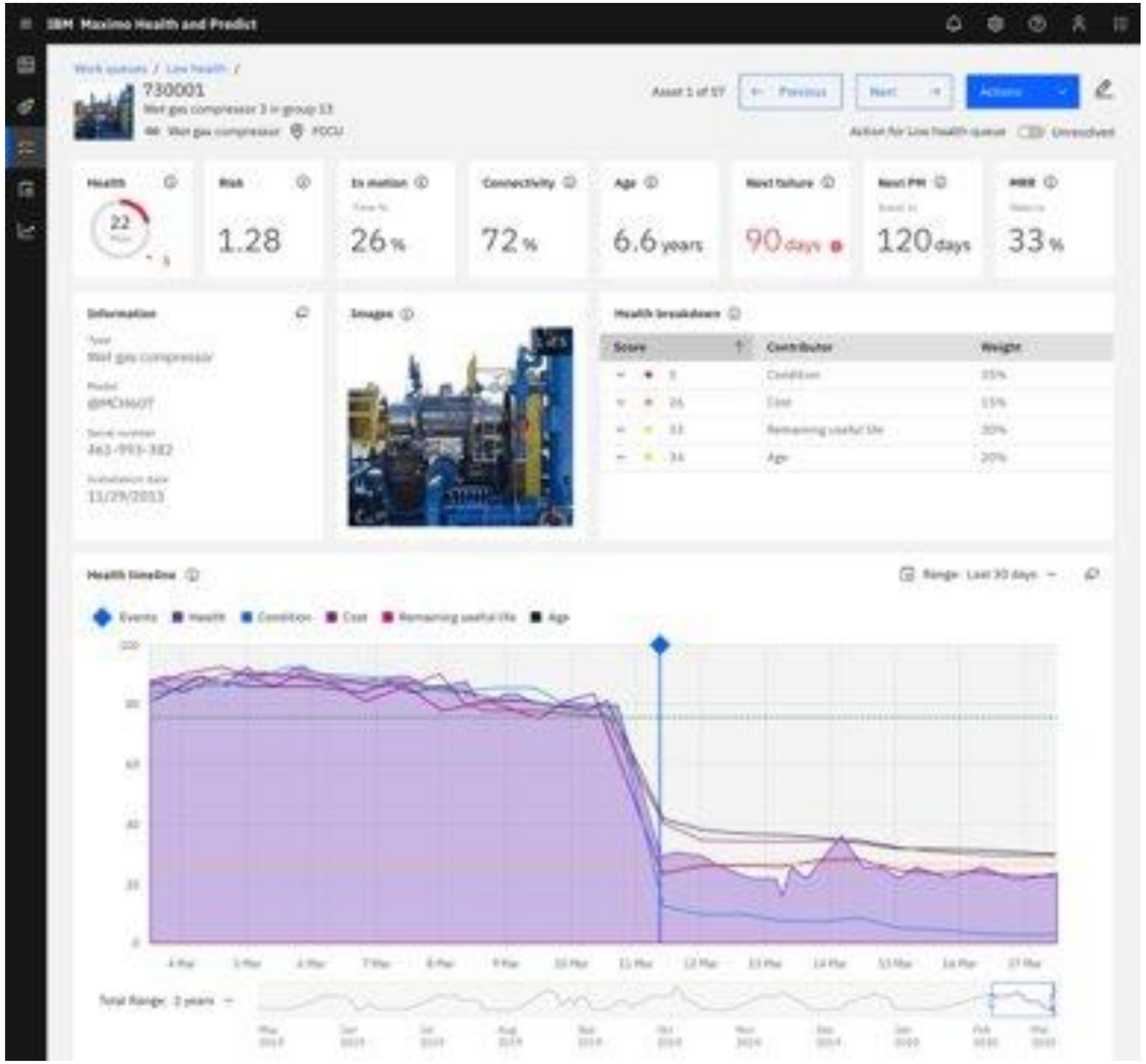
Seamlessly share data across MAS applications through Asset and Location Meters to enable CBM. Unified user experience without manual integrations through a shared Asset and Location Hierarchy, Common Navigation, Common User Management across MAS apps.

New AVEVA PI Connector

Seamlessly ingest real-time and historical SCADA data from Aveva PI into MAS Monitor for centralized visibility.

Add your own Device to the Monitor Device Library

Modbus, MTConnect, BACnet/IP, Ethernet/IP, JSON/HTTP, OPC-UA



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Purpose Built, watsonx Embedded AI Use Cases

Work Order Intelligence

Automate work order process flow with advisory infused AI

Maximo Assistant

On-demand insights and guided actions from complex, unstructured data at scale.

Tabular results directly integrated into Maximo user/navigation interface

Reliability FMEA Builder

Build FMEA and asset maintenance strategies in a faction of the time

Intelligent Workflows
(Automated CBM)

Multi-modal AI agents, condition summary, smart alerts, forecasting, automated WOs generation

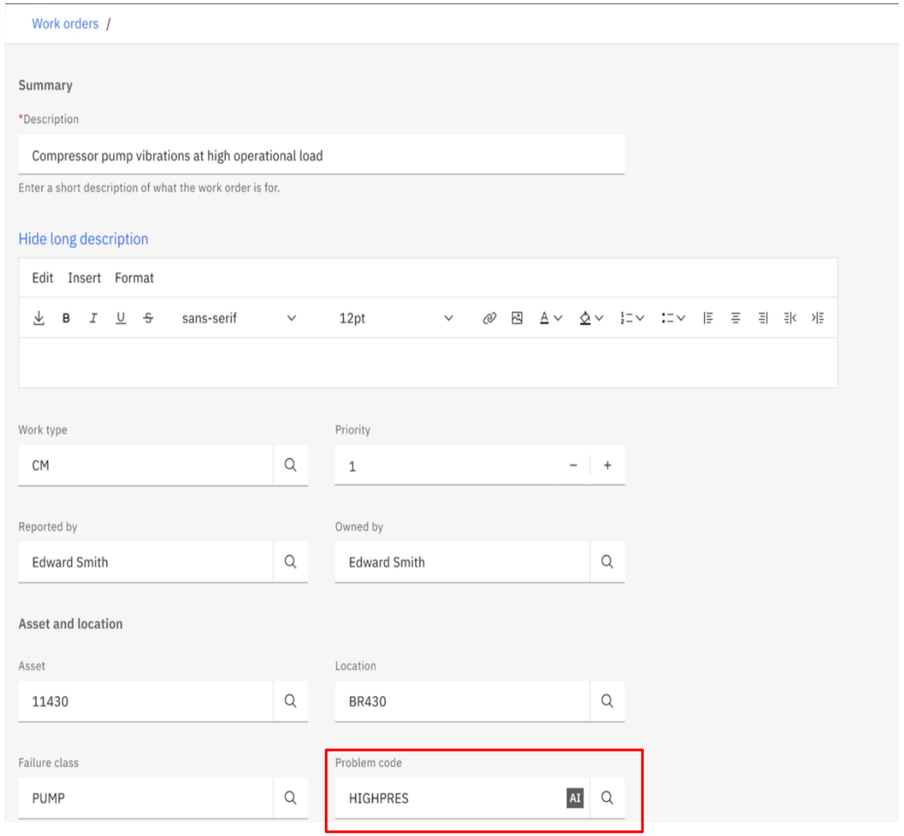
WO Intelligence Multi-Classifier

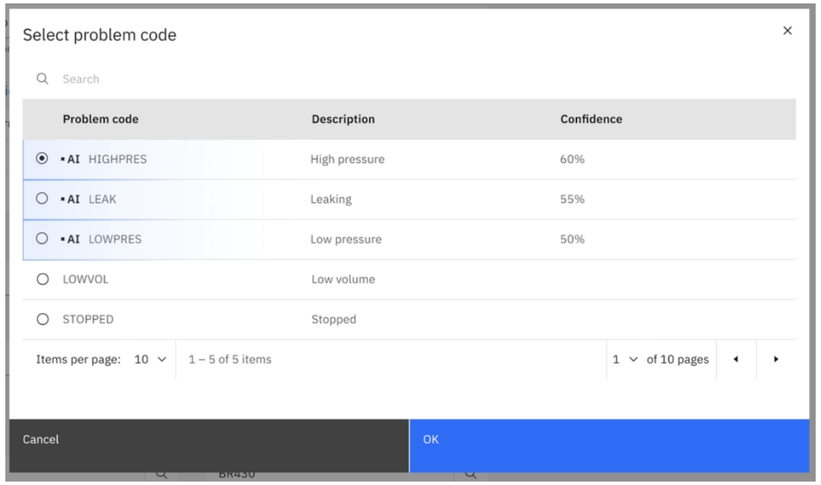
Recommendations using watsonx

Available in MAS 9.0

Problem codes are recommended based on WO details to assist with existing challenges with poor quality (or missing) work order data, impacting effective maintenance prioritization decisions as well as time spent on review and approval.

- AI model trained using long and short descriptions from a small set of related work orders
- Work Orders displays the AI recommendations for review/accept
  - Uses new IBM AI Design UI elements incorporated into Graphite
  - Provides confidence score of the predictions





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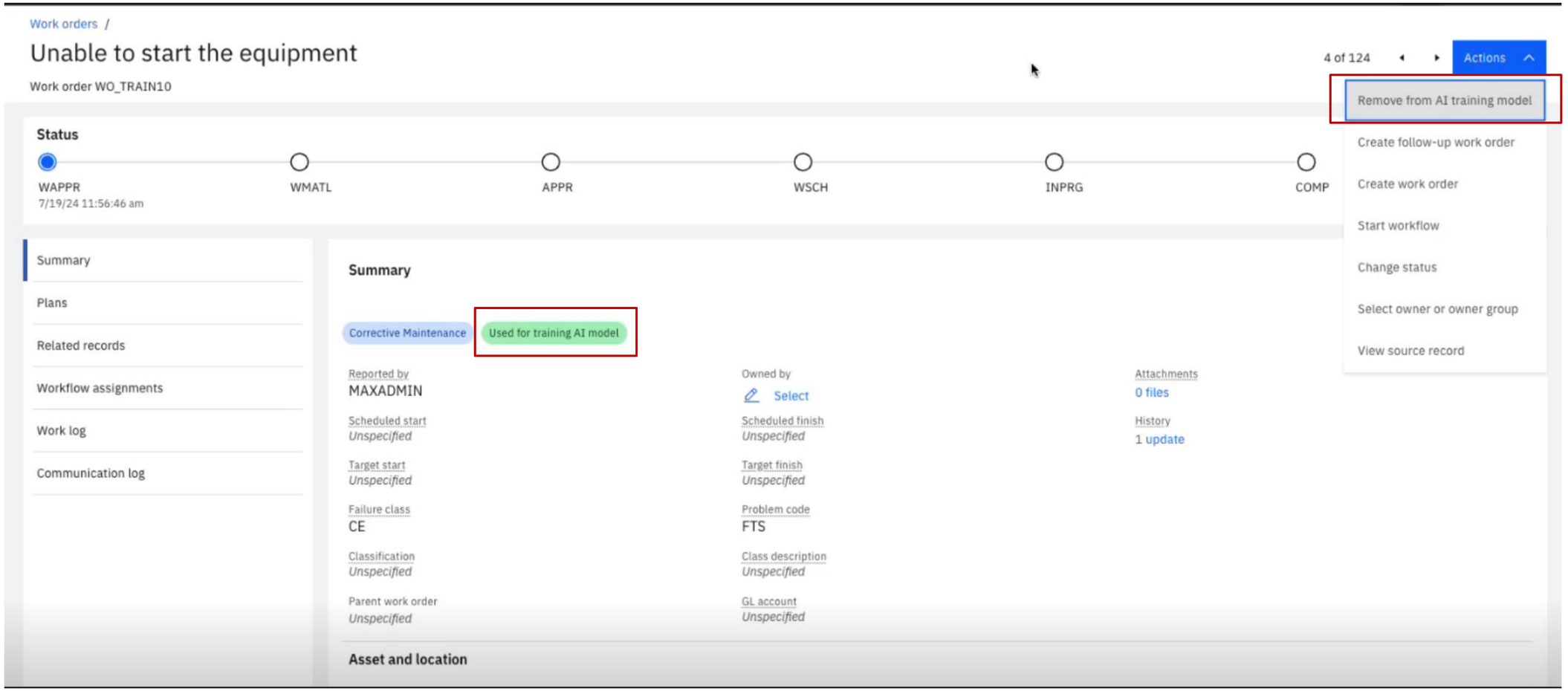
WO Intelligence - Select WO’s that will be used for Training



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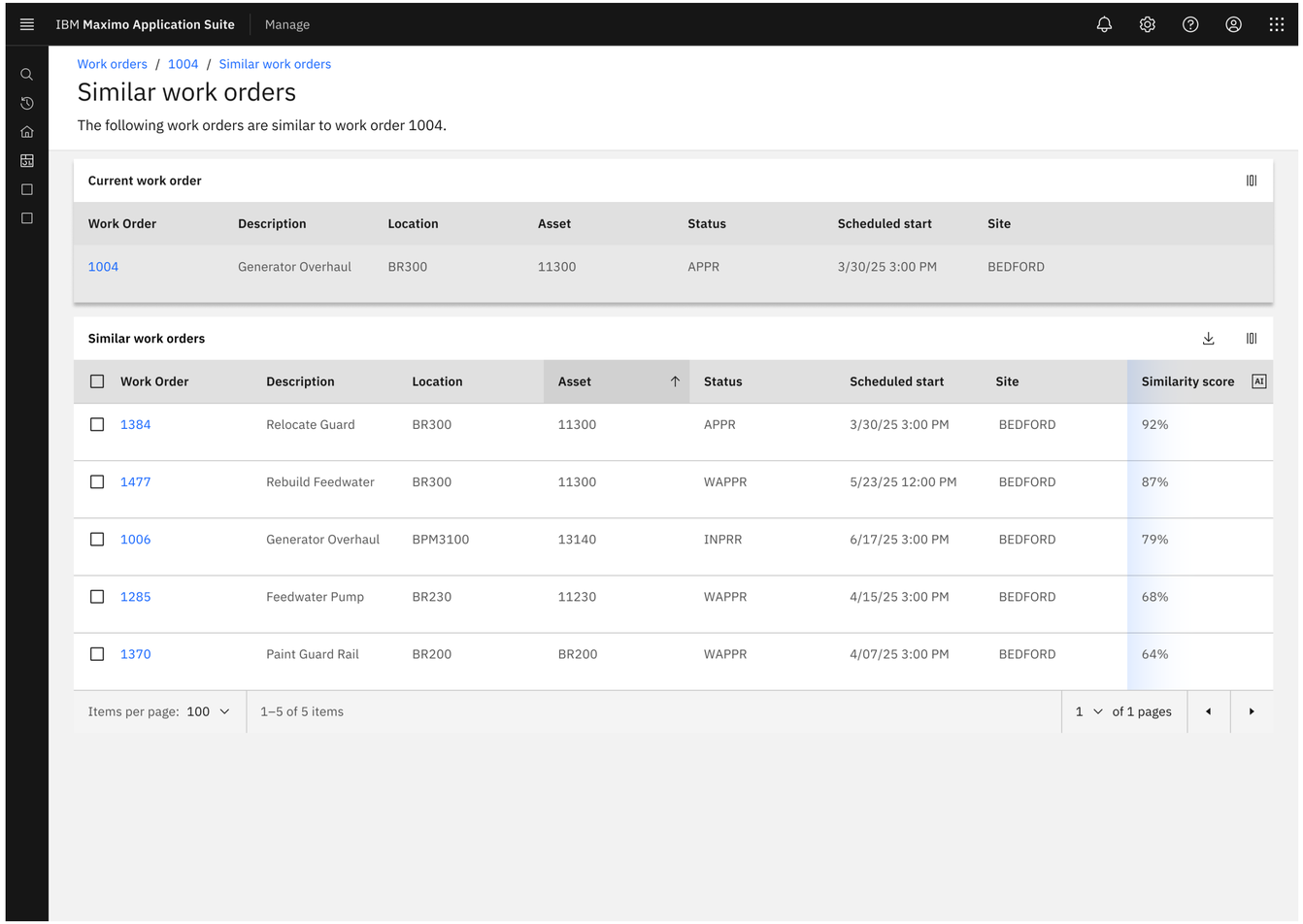
AI powered - Similarity

Configurable to indicate which attributes should be used to identify duplicate/similar WO records.

Helping with a variety of use cases:

- Improve ticket close rates by referencing records that have issues/problems that match the current condition.
- Assign/manage work in groups to streamline resource usage.
- Consolidate duplicate work to streamline resolution.
- Identify patterns of repeated incidents/work to identify bad actors or potential training requirements.



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Maximo AI Assistant

Content Retrieval

- Quickly find and display hidden, relevant information from unstructured texts and data sets across all integrated Maximo systems using natural language prompts. Initial support for WO/SR/Assets.

Calculations

- Perform calculations based on natural language (i.e. Count, Sum, Max/Min, Frequencies) to support further analysis

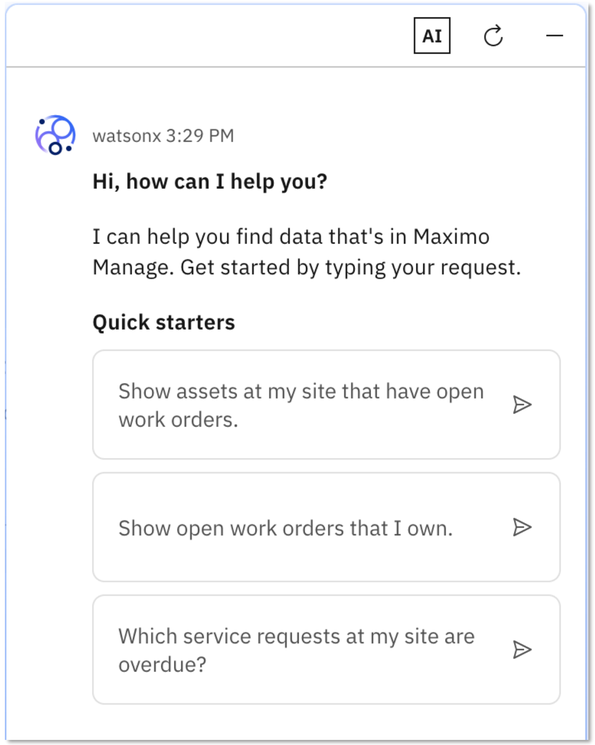
FUTURE (9.1+)

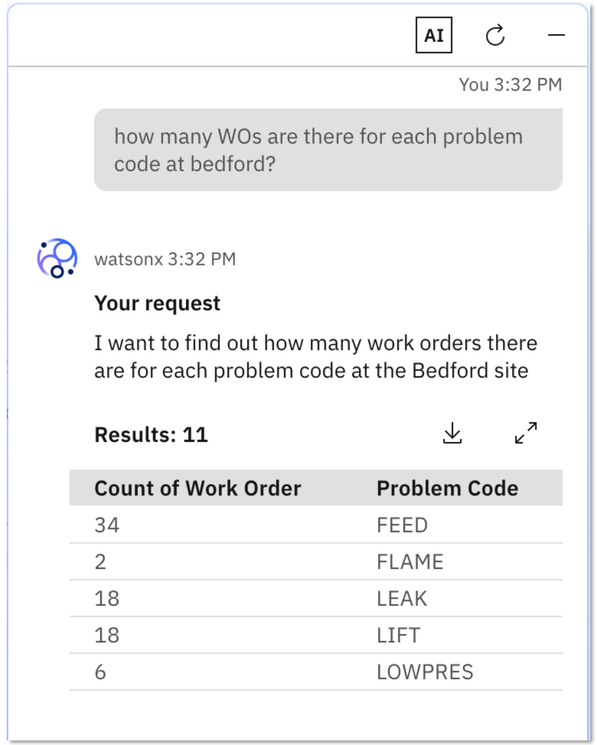
Summarizations

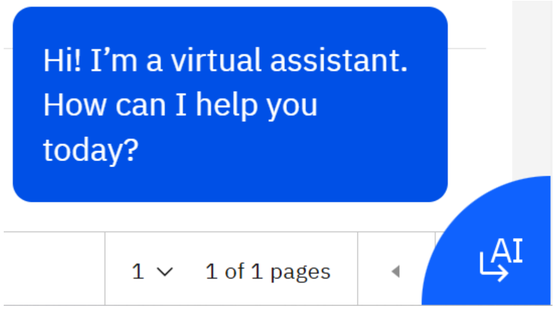
- Capture key points and overviews by transforming large amounts of domain-specific texts and data into summaries

Workflow Automation

- Automatically recommend and guide the execution of next steps related to human-entered tasks and goals







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Maximo Assistant is comprised of many features

Maximo Assistant

User submits a question or request and gets routed to the appropriate skill to accomplish the desired task.

Database Search

Extract information directly from the Maximo database (ie. What high priority work orders are still open at Bedford?).

Summarization

Generate textual summarization from Maximo records. (ie. What work was previously done for asset PUMP001?)

Data Calculations

Synthesize response that involve some type of calculation from queried data (ie. What are the most common problems for PUMP asset type?)

Document Search

Generate response found in user uploaded documents, including manuals, diagrams, etc. (ie. How often should I replace the filters?)

Additional Capabilities

Continue to add more specified skills in Maximo. Potential for partners and customers to create their own and link it to the Assistant.

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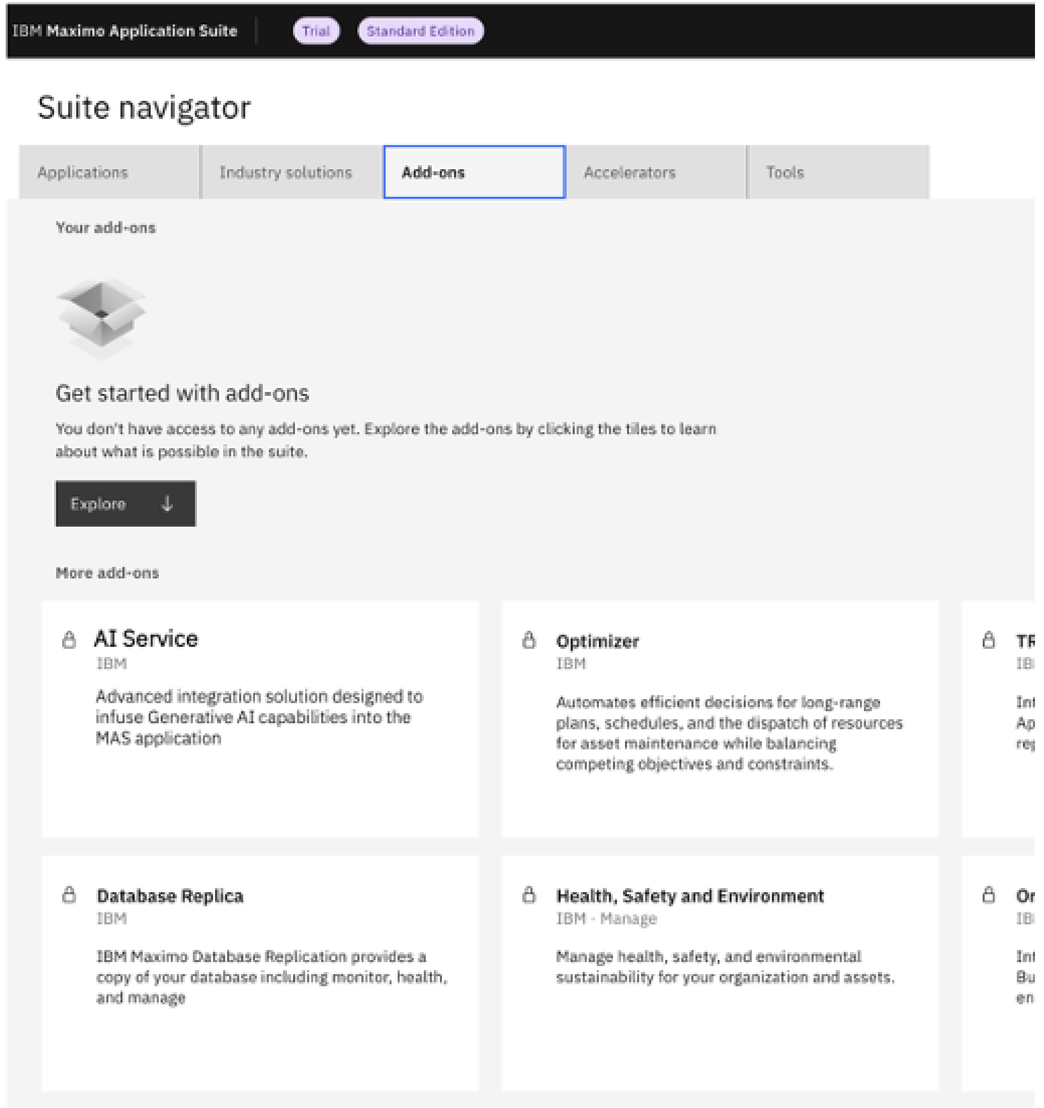
AI Service with AppPoints

The following GenAI capabilities will support usecases:

- AI Assistants: the natural language interface to the core MAS functions that are used most frequently to improve effectiveness and efficiency of users
- AI Agents: autonomous agents (thinks, reasons, learns, plans, collaborates with other agents) to complete specified goals and deliver massive gains in scaling the scope of user and the business outcomes they support.
- AI Workflows: series of AI Agents combined with Maximo functions to accomplish a key segment or complete flow
- AI Service/Broker: consolidation of the AI services required to support each Maximo usecase, and scale and optimize access to watsonx.

Introduce AI Service as a MAS Add-on

- Leverages MAS AppPoints
- Additional AppPoints for projected consumption that will reside in the AI Service
- Access to the Service and usecases can be configured through security groups to determine access to the Assistant.
- All data security settings will be adhered to as the services goes through API's.



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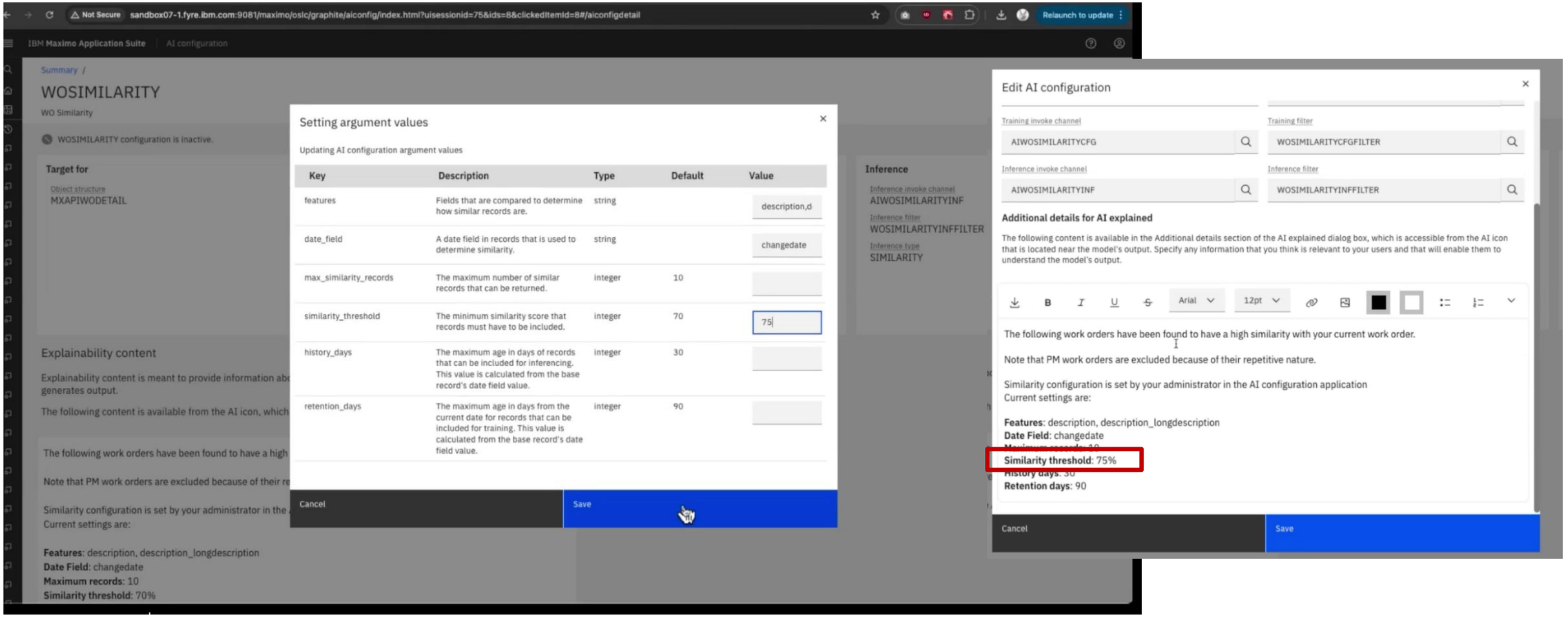
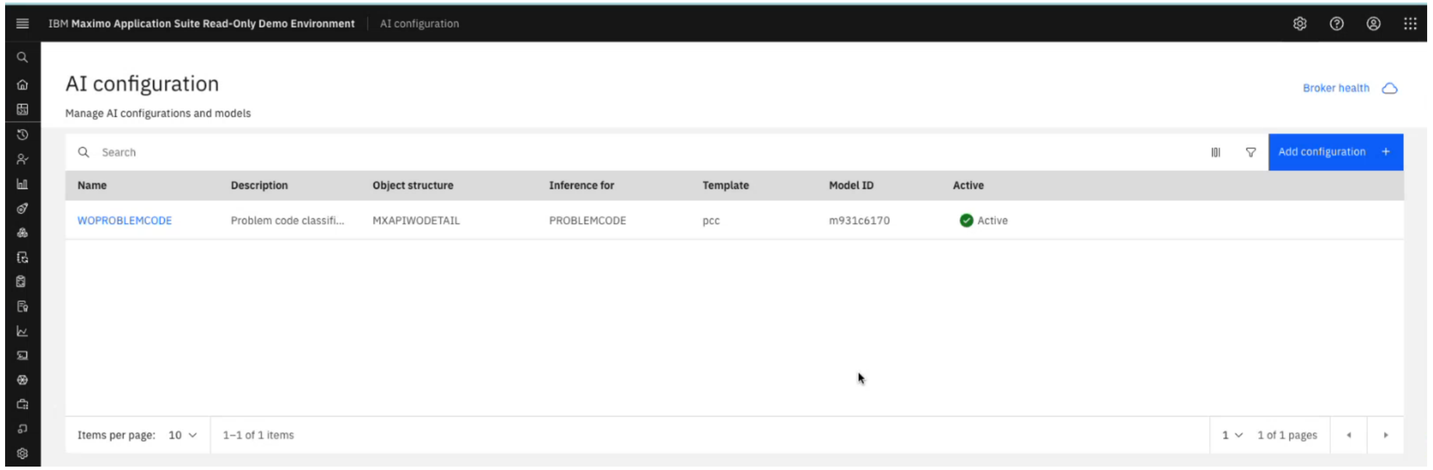
Similarity Tracking Configuration

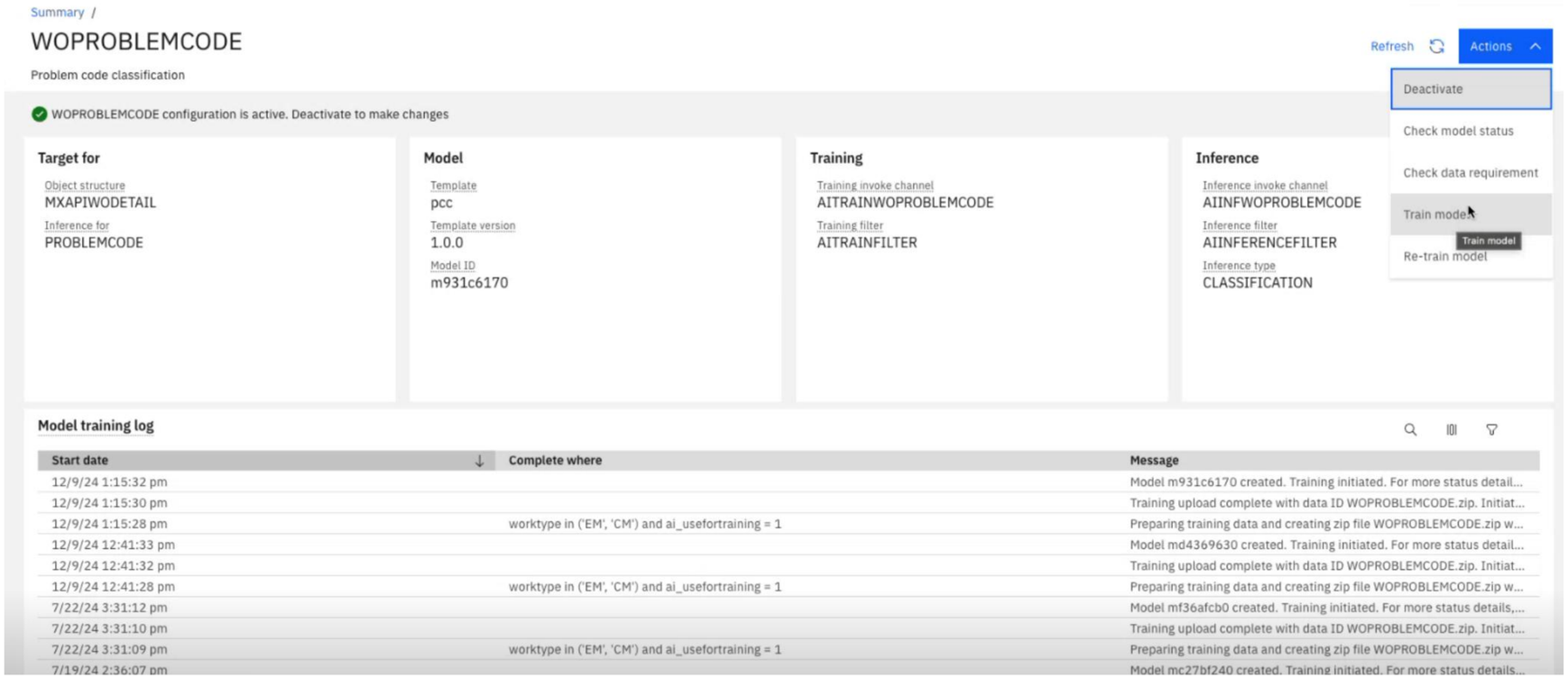


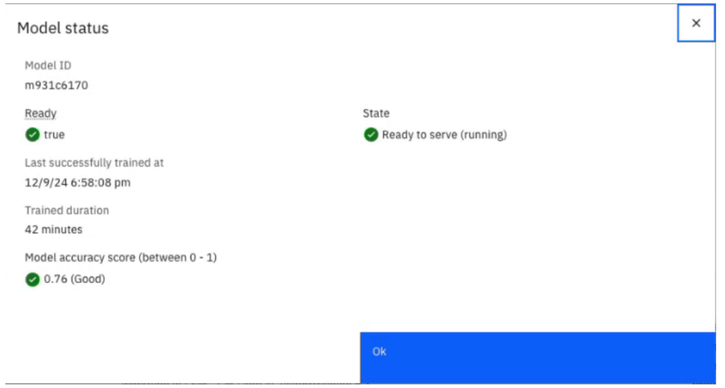
AI Configuration

New application where AI models are managed.

WOPROBLEMCODE Model OOTB template for identifying problem code on WO's.







–Information on when the model was last trained.

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Maximo Application Suite 9.1
GA Targeted Q2 2025

Unify MAS for ALM

- Cross-Suite Administration
- Cross-Suite Dashboards
- Mobile
- Spatial Mapping
- Field Service Management
- IT
- APM

Enhanced processes with embedded AI

- Similarity tracking for Work Orders
- Conversational UX
- Reliability Strategies

Extending MAS for ALM

- Real Estate and Facilities (TRIRIGA)
- Asset Investment Planning
- Maintenance Cost Insights powered by Apptio

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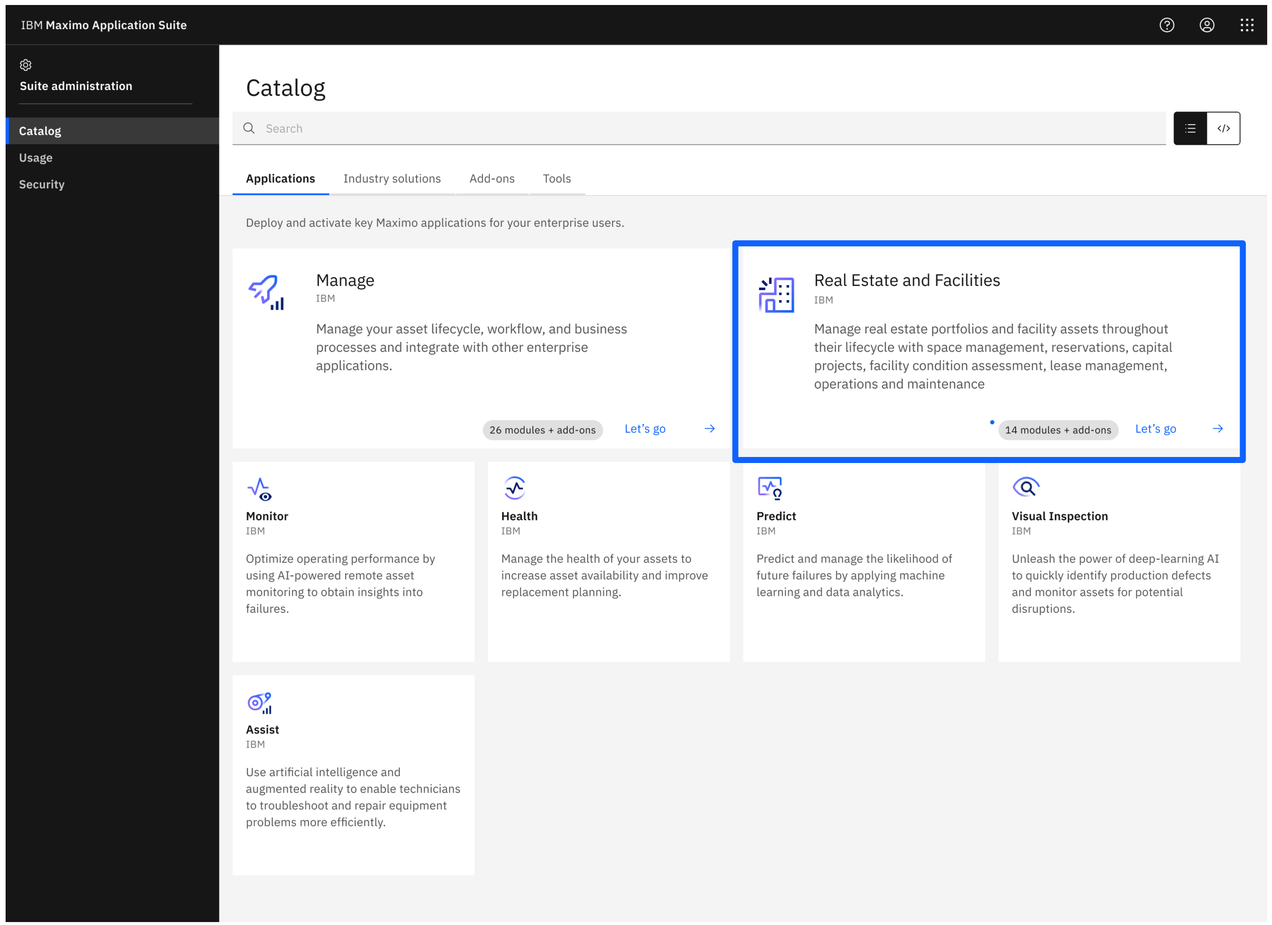
Maximo Real Estate and Facilities

Moving TRIRIGA/TAS capabilities into MAS

- Space management and reserve
  - Optimize space with dynamic planning, real-time insights, and occupant services.
- Capital projects and facility condition assessment
  - Enhance decision-making with a credible budget framework, justified strategies, and effective execution
- Lease management
  - Integrate admin and accounting for cost savings, compliance, and AI-driven insights.
- Monitor with workplace analytics & energy and asset monitoring
  - Track usage with IoT sensors and Wi-Fi, integrating with existing sensors for energy monitoring

DEMO VIDEO – Real Estate Consolidation / Lease



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Asset Investment Planning

Leverages Maximo’s EAM and APM data to create asset investment plans, considering CAPEX, OPEX, and annual cost vs. risk.

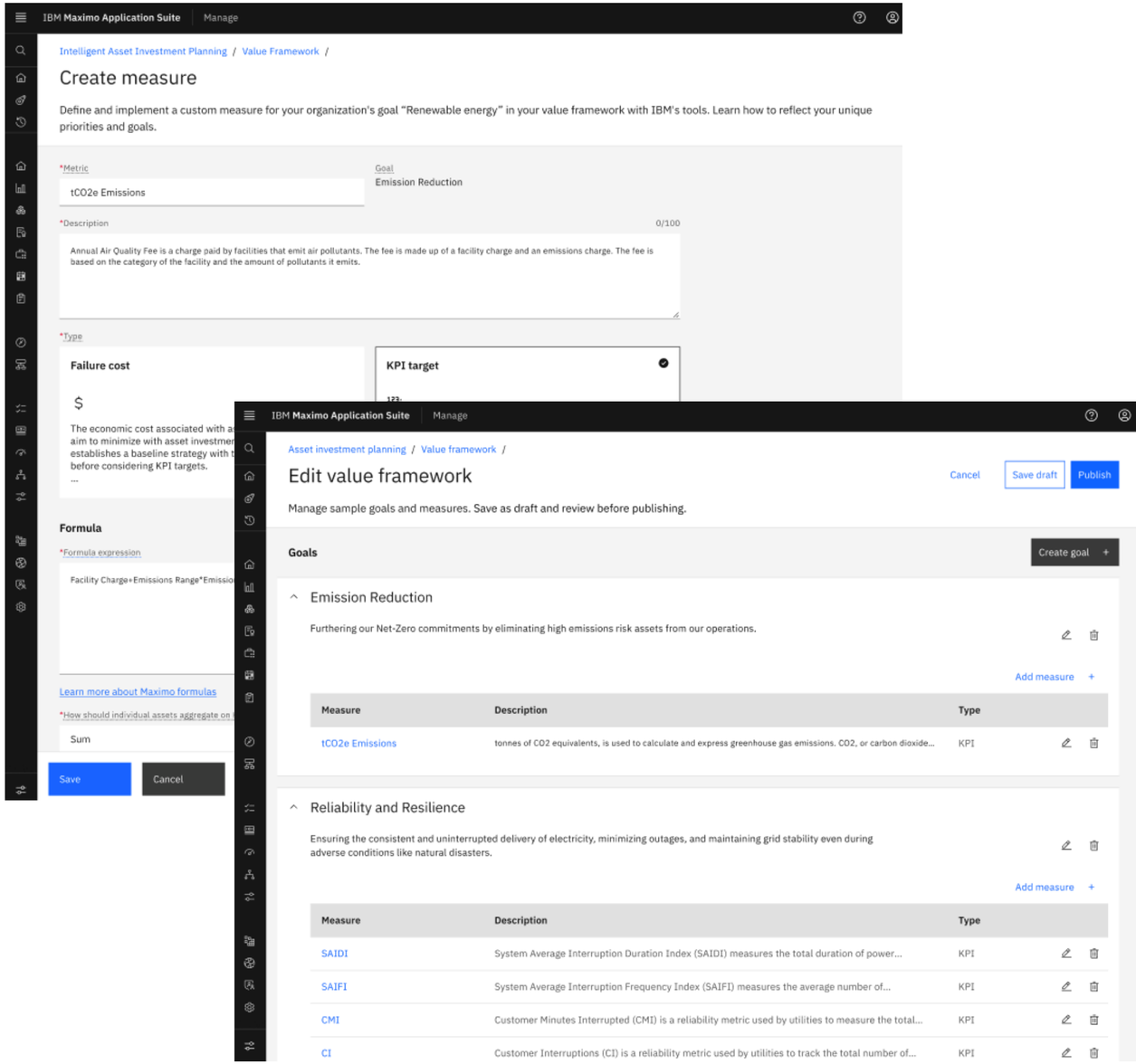
Capabilities:

- Built-in optimizer to quickly recommend intervention schedules
- Multi-scenario generation to give users valuable execution options
- Integrated into Maximo Application Suite
- Value Framework to manage failure costs and KPI impacts
- Self-service experience to get started quickly

Benefits:

- **Improved Capital Planning** Faster, more accurate modeling of investment strategies.
- **Increased Operational Efficiency** Alignment across maintenance and capital planning objectives
- **Reduced Costs & Avoided Failures** Identifies the best timing for asset replacements and major interventions.

DEMO VIDEO



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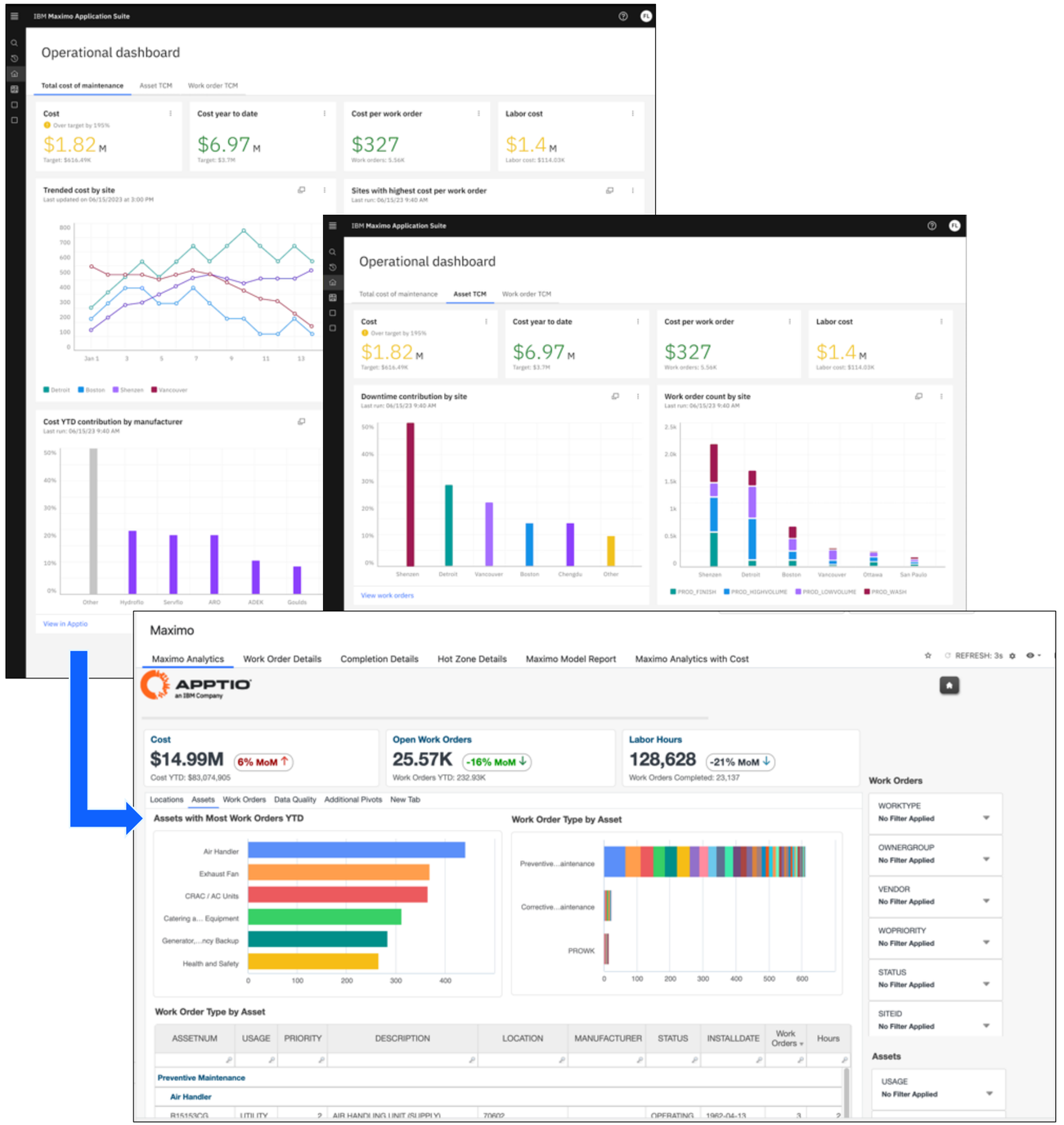
Maximo Maintenance Cost Insights
Powered by IBM Apptio

Understand total maintenance costs, including labor, services, materials, and tools.

- New Maximo MCI Dashboard- View cost data to justify Condition Based Maintenance
- Identify cost drivers - Identify areas to cut maintenance costs by optimizing strategies.
- Cost Models/KPI's - Pre-built KPIs for analysis by site, asset, work type, and failure code
- Improve Data Quality - Detect bad or missing data in TCM cost analysis
- Power of Apptio - Drill into cost data in Apptio for deeper analysis
- External Data - Incorporate external data for extended cost analysis



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IBM Maximo Renewables

IBM Maximo Renewables is an AI-powered SaaS platform that collects plant data, applies data science models to identify causes for underperformance, and suggests actions to increase generation.

Solar

Utility-scale and Distributed

Wind

Supporting all major OEMs

Energy Storage

Supporting multiple chemistries

Available Now

What's New in MAS 9.1 for Manage

Manage

- New MAS level User Application
- New MAS level Security Group Application

Technical

- Java 17 Update
- BIRT 4.16 support
- Python 2.73 support
- Guest User support
- Oracle 23ai support (9.1.x patch)
- MAS support for IBM unsupported languages (9.1.x patch)

Operational Dashboard

- Cross MAS Dashboards – supports consolidated view of data from Monitor, Health and Manage
- Include content from across MAS to provide the full set of asset, operational, maintenance, supply chain data and actions
- Consistent user access and hierarchies to improve efficiency
- Authenticate and go directly to user's dashboard
- Integration with Maximo AI Assistant and watsonx capabilities
- Expand configuration and builder capabilities

Field Service Management

- Continue to improve efficiency and effectiveness of critical resource utilization
- Dispatching
  - Assignment – Full Lifecycle
  - Assignment – Estimated Times
  - Gantt View Improvements
  - Additional Map Support
    - Routes
    - Matrix
    - Assignments
  - Emergency Workflow (Crew)
  - Qualifications (Crew)
  - Customizable Dashboard
- Scheduling
  - Drag/Drop Resource Levelling
  - Customizable Dashboard
- Planning
  - Dashboard

Maximo Mobile

- Ability to perform Assignments for work orders and Inspections
- Support for Rotating Asset and Asset auditing
- Enhanced set of options on how Technicians find the correct work order to execute, including online search
- Consolidated functional components on how Technicians find assets, locations and report meter readings
- Centralized Mobile administration
- Identify Mobile logged users
- Administer settings, queries and preloaded database
- Extended push notification support including background data synchronization
- New HSE Incident Reporter app

Spatial

- Breadcrumbs to track technicians' location
- Ability to provide critical geographic awareness, trigger necessary events,
- Search Tool to search for Maximo objects
- Dynamic Map Layer Update Tool to access real-time data easily
- Point and Line Symbology Editor tool for creating and editing representations (pins, etc.)
- Integration Configuration Wizard to simplify the setup process for synchronizing data between Maximo and ArcGIS.
- Synch Report for monitoring, analysis, and reporting capabilities, facilitating deeper insights into synchronization processes

AI

Work Order Intelligence

- Expanding to support other Maximo form fields using AI and provides new analysis methods to improve productivity.

Maximo AI Assistant

- User submits a question or request and gets routed to the appropriate skill to accomplish the desired task.

FMEA Builder

- Reduce creation time of asset FMEA (Failure Mode and Effect Analysis) from 100s of hours to minutes.

AI Service

- Delivers common components to support AI enabled use cases
- Tracks usage centrally and converts usage into AppPoint consumption

What's New in MAS 9.1 for Manage - continued

Asset Investment Planning (NEW)

- New solution designed to help make better decisions regarding an asset's investment strategy.
- Built-in optimizer to quickly recommend intervention schedules
- Multi-scenario generation to give users valuable execution options
- Integrated into Maximo Application Suite
- Value Framework to manage failure costs and KPI impacts
- Self-service experience to get started quickly

Maintenance Costs Insights (NEW)

- New solution for better visibility into the Total Cost of Maintenance (TCM) including Work Order, Labor, Services, Materials and Tools.
- TCM dashboard to easily view cost data for better insights and analysis Out of the box KPI's for analysis by sites, locations, assets, work types and failure codes
- Solution can launch into IBM Apptio for drilldown into cost data, with ability for deeper analysis

Reliability Strategies

- Identification of Functions and Functional Failures
  - Linkage to Failure Modes
- Integrations
  - Integration with Asset Type and Classifications
  - Integration with Failure Classification (Problem and Cause)
  - Integration between Asset and assigned Reliability Strategy
- Create Mitigating Activities
  - Develop Job Plan content from within Reliability Strategies
  - Recommend PM Intervals
  - Linked back to failure modes

IT

- Enable AI for improving the speed of incident resolution
- Service Topology added to Service View and Insights
- Extending of ChatOps/swarm functions with incident management, integrating eithers Microsoft Teams or Slack
- Services & Service View - Name change in left navigation
- New Service Delivery app for easier ticket resolution
- OT integration for creating assets
- Enhanced Self Serve with AI, adding quick approvals for managers, and viewing assets assigned to me

Health

- New dashboard for asset and location
- Historic meter line charts overlayed with condition monitoring thresholds
- Downloadable data as CSV
- Assess condition using historical meter data to diagnose and take corrective actions
- Integrated analytics and work queues highlight assets needing attention or data correction.
- Responsive design supports expanding the dashboard with more advanced Health and Predict features like custom KPIs and predictive maintenance
- Health Asset Investment Optimizer (AIO) is replaced by the new Asset Investment Prioritization (AIP) capability in MAS

Civil Infrastructure

- Expand AI offering to cover new Civil discipline
- Enhance Civil Inspector Defect Management experience by capturing GPS position of Defects and displaying on Map
- Create Work Orders from Defects
- Defect Dashboard
- Maximo Data Loader tool to convert IFC to load template format
- 3D viewer consolidation and support for IFC 4v2
- Improve Operational Maps for work order Possession Management

What's New in MAS 9.1 for Real Estate & Facilities, Monitor, Visual Inspections, Collaborate and Accelerators

Real Estate & Facilities (NEW)

- Formerly known as TRIRIGA is now part of MAS. Includes Space Management and Reserve, Lease Accounting , Capital Project Planning and Facility Condition Assessment, along with Facility Maintenance.
- Updates to Microsoft Exchange Integration between spaces in MREF with Microsoft Exchange to use the graph subscription API for communication.
- Reservation enhancement for separate generation of a purchase orders for each vendor when multiple catering items are added to a reservation.
- New accessibility mode setting to allow users to default views to a list view.
- Improved default location handling based on users last created reservation. Building ID previously selected is saved as a default.
- Microsoft Teams integrated with Reserve to allow users to easily include a unique Microsoft Teams video call for each meeting created.
- Cross module enhancements to Workplace Services Portal, Locate, Facilities and Drawing manager app.

Monitor

- Out-of-the-box CBM integration
- New AVEVA PI Connector
  - Enables SCADA data ingestion.
- Custom Device Onboarding
  - Monitor Device Library supports 1600+ devices via Edge Data Collector (EDC).
  - Users can add their own devices
  - Supports protocols like Modbus, MTConnect, BACnet/IP, Ethernet/IP, JSON/HTTP, and OPC-UA.
- Advanced Analytics & Security in Monitor
  - Create reusable analytics templates
  - Optimized analytic performance
  - Integrated IoT security management

Visual Inspections

- Visual Prompting (Labeling Assistance & Fine tuning) Foundation Models - pre-trained base model and ability to fine-tune
- Optical Character Recognition (OCR) for Edge functionality
- Edge Improvements:
  - SSO (Single sign-on
  - A cleaner interface: fewer steps to perform the same actions. Synchronization of templates across a network of Edge devices.
    Running models in CPU mode.

Collaborate

- Assist's new name moving forward as Collaborate.

Accelerators

- Red Hat marketplace is no longer available for MAS accelerators.
- New landing page for Maximo Accelerators
  - Maximo reliability strategies custom FMEA Loader
  - Maximo Test Automation Framework (9.0)
  - Maximo detection and prediction for air compressors
  - Maximo Cluster Performance Insights
  - Maximo Manage Complex Assets

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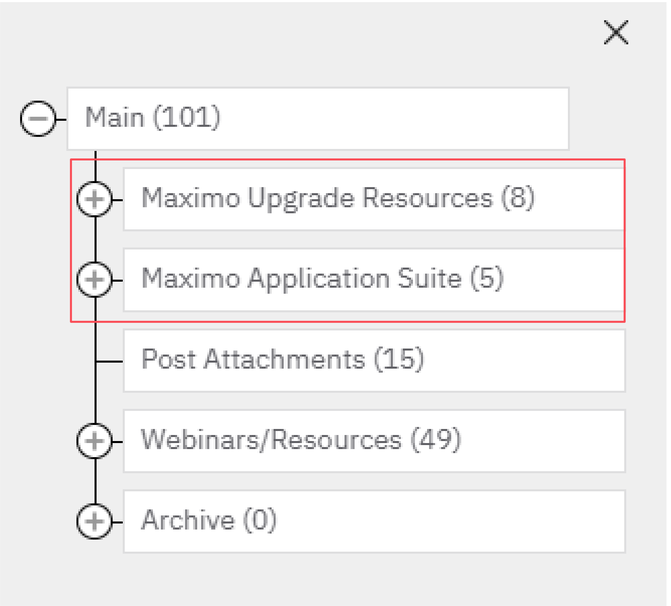
Maximo User Groups 2025

Event	Dates	Location	
Facilities Management & Maintenance Users Group (FMMUG)	Jun 3 - 5, (PT)	San Diego, CA, US	
West Mountain Maximo Users Group (WMMUG)	Jun 25 - 26, (MT)	Denver, CO, US *US Mint*	
Maximo User Forum – A TechXchange Workshop	June 18	Sao Paulo, Brazil	
Southwest Maximo Users Group (SWMUG)	Jul 9 – 10	Houston, TX	
Pacific Maximo Users Group South (PacMUG)	Jul 23 - 24, (CT)	Santa Ana, CA, US	
MaximoWorld	Aug 4 – 7	Phoenix, AZ	
Maximo Utility Working Group (MUWG) Fall	Sept 15 – 18	Denver, CO	
Canada Maximo Users Group Calgary (CanMUG)	Sep 23 - 24, (MT)	Calgary, AB, Canada	
IBM TechXchange 2025	Oct 6 - 9	Orlando, FL	
Maximo Exchange	Oct 15 -16	Paris, FR	
Northeast Maximo User Group (NEMUG) Fall	Nov 5 – 6	Providence, RI	
UK/Ireland Maximo User Group	Nov 25-26	London	
International Maintenance Conference (IMC)	Dec 8 – 11	Marco Island, FL	

IBM TechXchange Community

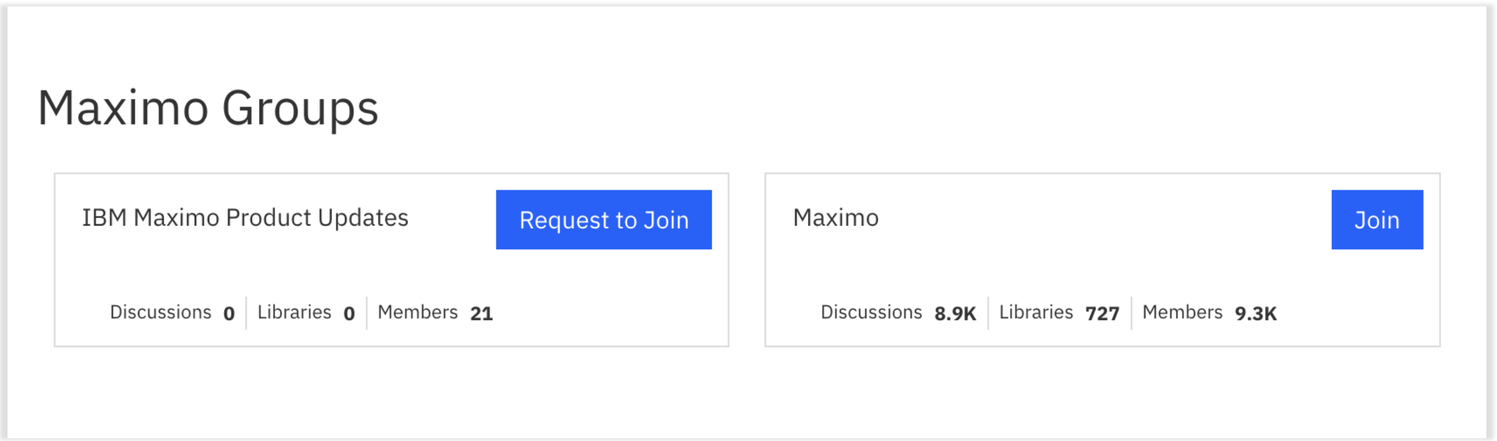
Connect via forums, blogs, files and face-to-face networking.



IBM Asset & Facilities Management

Your destination for peer and expert insights to help unlock the power of data with AI and Asset & Facilities Management to advance your digital reinvention.

Join and participate in the Maximo Community HERE



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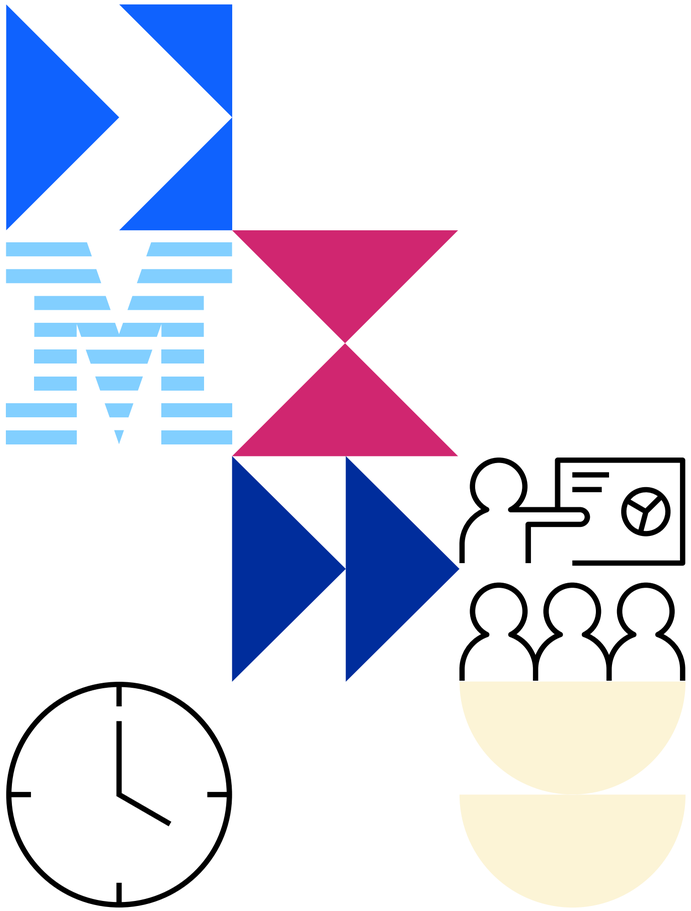
Your experience drives the future



- **Influence product roadmap**
  Collaborate and innovate with Product and Design teams to shape future work.

- **Get exclusive previews before others**
  Preview and give early feedback on new product experiences.

- **Share your experiences**
  Share your goals, challenges, and feedback so we can build products that help you and your organization succeed.

Become apart of IBM's User Engagement Program.

Scan the code to join!

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Maximo Wednesdays are back!

IBM TechXchange

Maximo Wednesday: Expanding Maximo with Asset Performance Management through Expert Labs (with ConEd)
Register to watch replay

Maximo Wednesday - Maximo Renewables
Register to Watch replay

Maximo Wednesday - MAS Integration Framework
Wed, May 7, 2025
Register to Watch replay

Maximo Wednesday – Visual Inspections
Wed, May 28, 2025 9am
Register to Watch Replay

Maximo Wednesday – Maximo IT
Wed, June 11, 2025
11am
Register to Watch Replay

Maximo Wednesday – MaximoWorld 2025
Wed, June 18, 2025 9am
Register to Watch Replay

Maximo Wednesday – What's New in MAS 9.1
Wed, June 25, 2025
11am
Register to Watch on June 25

Register for events and view replays HERE

Submit Ideas in Aha!

IBM Ideas

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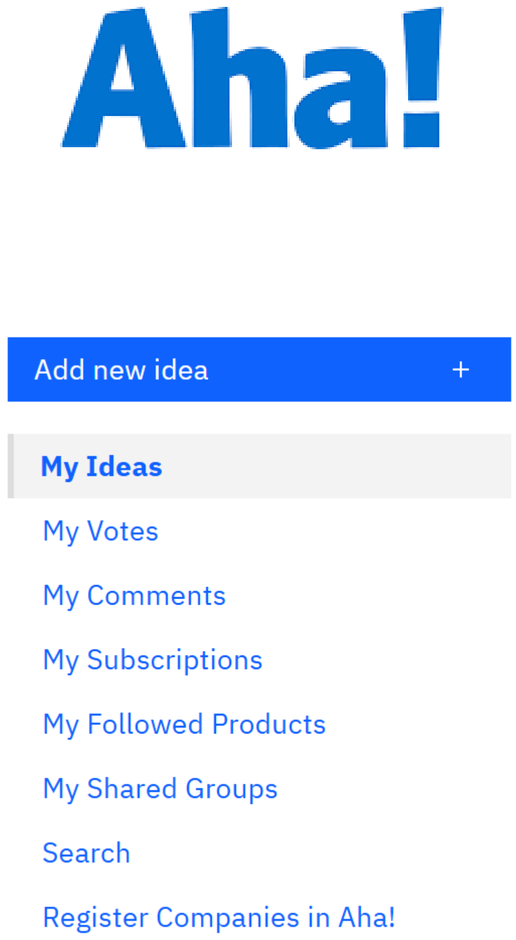

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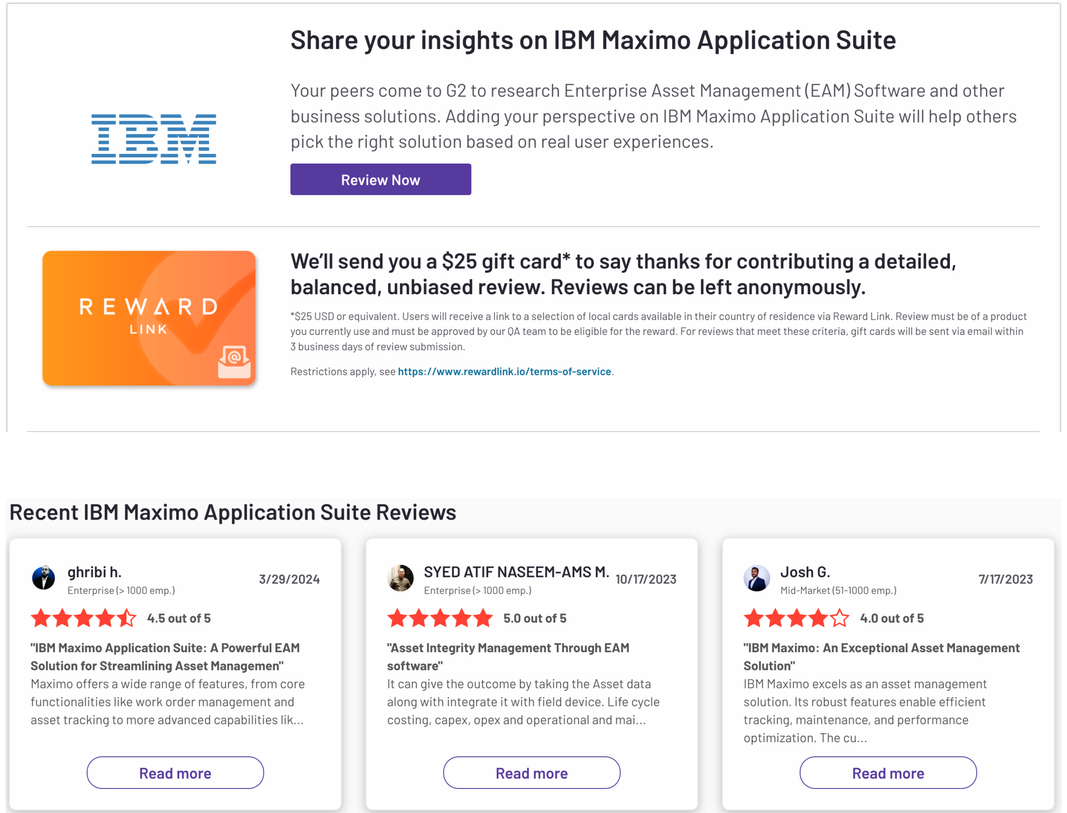
Share Your Maximo Experience

Your feedback matters. Help others discover the value of IBM Maximo Application Suite by writing a quick review about experience with this product and how it supports your business needs.

As a thank you, you'll receive a $25 gift card from G2—redeemable for options available in your country. **Share your experience now and make your voice count!**

Click here: https://ibm.biz/BdnF8g

or Scan the QR Code



Gartner
Peer Insights™

Share your Experience with Maximo Application Suite to help others and highlight your success

FAQ's

How Long does completing the survey take?

25-30 – minutes

What kind of questions will be asked?

Both qualitative and quantitative

Will my company name be made public?

NO, only company size and industry are disclosed.

Outline of the Survey

All the steps through the process

1. Account creation and user registration
2. Your role (radio buttons)
3. Your overall experience (write-in)
4. Critical capabilities assessment (radio buttons)
5. Overall experience comments (write-in)
6. Additional context (write-in)
7. The headline for your review (write-in)
8. Key purchase decision factors (radio buttons)
9. Other vendors considered (checkboxes)
10. Net promoter score (radio buttons)
11. Who invited you to write a review? (drop-down)
12. (Optional) Delivery and execution (radio buttons)
13. (Optional) Additional comments (write-in)

Ready to Get Started?

- Set aside at least 20 minutes.
- Register your account with Gartner and confirm your email address, the confirmation mail often ends in spam.
- Have a list of keywords to hand that will set your review apart.
- Remember to go into detail – the lengthier the review, the more likely it is to be accepted.
- Follow this link

EITHER If your review is published, you'll receive a $25 gift card as a token of appreciation.

• OR Gartner will donate $25 to charity for every published review, but only if you follow the dedicated link we'll provide.

• OR if you're in the public sector, we can't incentivize you to write a review. Still, you will be making a massive contribution to the community, and your review could be upvoted for being helpful to others

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Thank you

References

- Infrastructure Calculator - Requirements and capacity planning - IBM Documentation

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Maximo Connector for SAP Applications

Available Today

- Delivers 25 out-of-box configurable interfaces
- Integrates with SAP's FI, CO, MM, HR, PS and CATS modules
- Leverages SAP's PO/PI middleware
- Supports Maximo 7.6 Manage 8.x, Manage 9.0 with SAP ERP 6.0 and S/4 HANA On-Prem Edition
- More than 200 clients utilizing the connector

Planned for 9.1

- Development work to replace PI/PO with SAP CPI
- Complete one scenario with complete purchasing process
- Continue Support for New releases of Maximo and SAP ERP, S/4 HANA
- Continue Automation of Testing work

Coming later

- Complete SAP CPI Migration for all the existing integration points
- Migration path from existing connector to the new one
- Research work for additional integration points with SAP modules like SAP PM, EWM
- Retire the existing connector with SAP PI/PO as middleware

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Maximo Connector for Oracle Applications

Available Today

- Delivers 21 out-of-box configurable interfaces
- Supports Maximo 7.6.x , MAS 8.x and MAS 9.0 with Oracle EBS 12
- Standards based integration
- Ongoing Support
- More than 100 clients using the connector

Planned for 9.1

- Continue support for new releases of Maximo and Oracle
- Continue Automation of Testing
- No new development planned for this release

Coming later

- Research for new connector for Oracle Cloud ERP

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